To obtain support for AlertDispatcher, please copy, zip and email the following AlertDispatcher files and send to your AlertDispatcher vendor:

1). AlertDispatcher Logs:

a. Current Log Folder
The contents of the AlertDispatcher log folder: *C:\Program Files (x86\AlertDispatcher\Log*

b. Archive folder
The AlertDispatcherServer.log (and other logs where applicable) in *C:\Program Files (x86\AlertDispatcher\Log\archive* folder that contains the log when the error occurred.

Note:
i. To identify which log to copy, please sort the files by date to and then open log file to verify that it contains the log when the error occurred.

ii. As larger files take a longer time to open, log files are automatically copied to the archive folder when they reach 10MB in size.
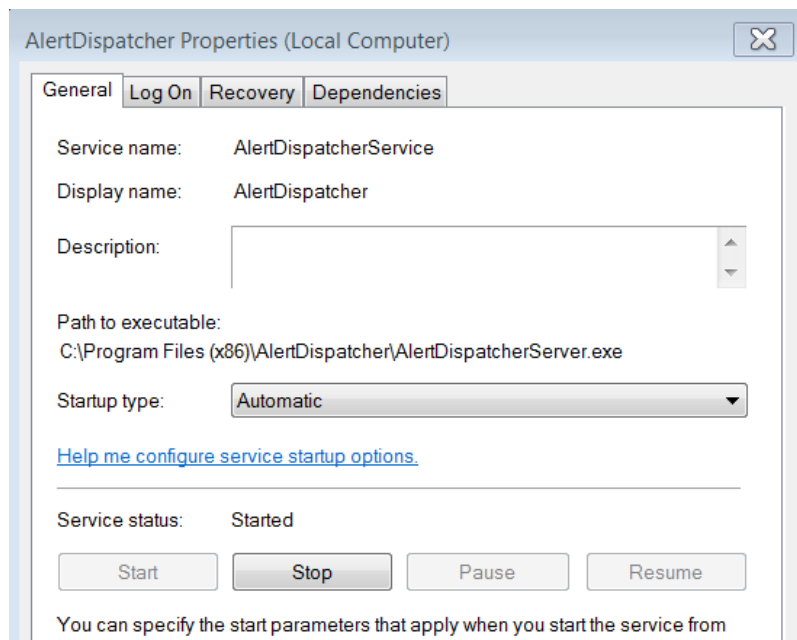
2). AlertDispatcher Configuration:

Configuration Folder: *C:\Program Files (x86\AlertDispatcher\Configuration*

3). AlertDispatcher Database File:

The database file: *C:\Program Files (x86)\AlertDispatcher\AlertDispatcher.db*

Note: To avoid database corruption during copy, please <u>STOP</u> AlertDispatcher Service before copying the database file. You may restart AlertDispatcher Service after you have copied the database file.

Notes when submitting files:

1. You can send to us emails with ZIP attachments of up to 25MB. If the attachment is too large, please break up the logs into separate emails or upload to a file sharing site such as box.com.

2. Please **DO NOT include any EXE or DLL** files in the ZIP as our email provider will block such emails. If in doubt, please feel free to check with us. Thank you very much.