

# System Logs

[See previous W5 version guide](#)

## **PURPOSE**

This document shows the detailed procedures on how to retrieve system logs from CS Lucas system.

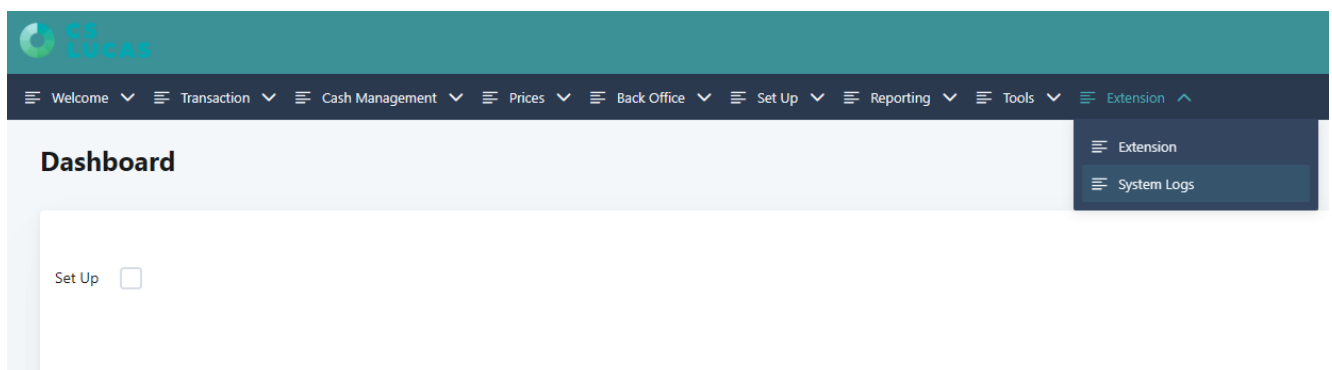
## **WHY IS THIS IMPORTANT?**

This allows users to retrieve system logs directly from CS Lucas system when a page error is encountered during the use of the system. System logs can then be downloaded and sent for CS Lucas support to investigate.

## **PROCEDURE**



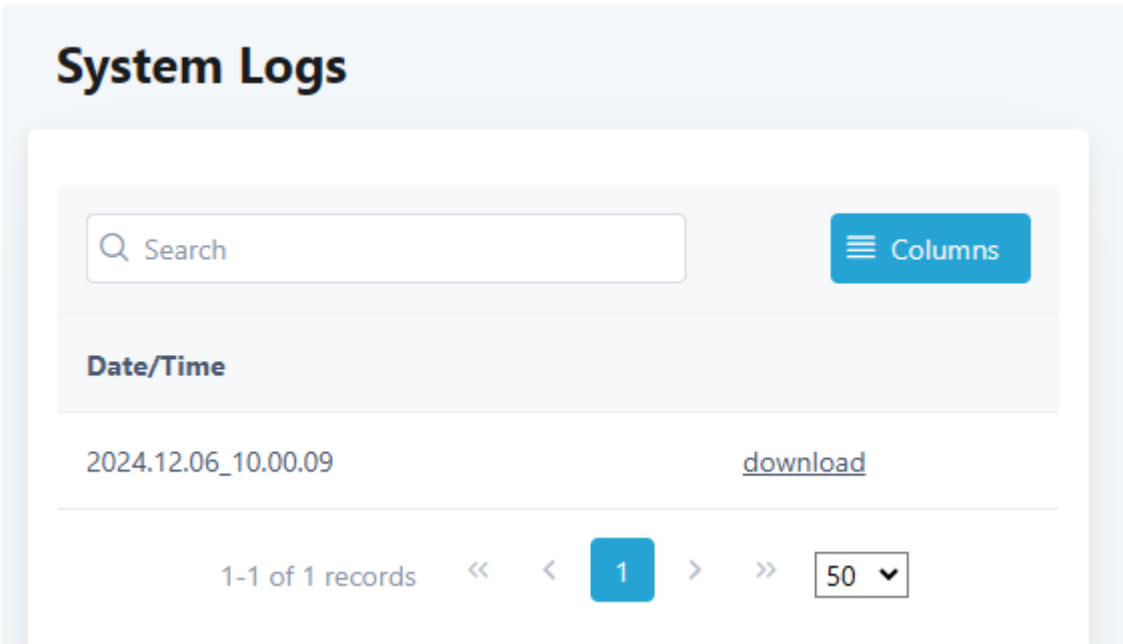
1. From the main menu, click Extension > System Logs.



Note: If you do not see System Logs in the menu, this means you do not have the access rights to access the System Logs. Access rights required is 18800

Access/Download System Logs. Please speak to your administrator to assign you this rights.

2. System Logs screen displays.



3. You will see the list of system logs that saved by the system whenever user encounter a page error while navigating the system. Look for the date and timestamp on when the error is encountered, click Download hyperlink to download the system logs.

4. Once downloaded, send these system logs to CS Lucas support.

**FREQUENTLY ASKED QUESTIONS**

**RELATED INFORMATION**

**CHANGE HISTORY**

Date	By	Changes
23-Apr-2020	T5	Created.
6-Dec-2024	T5	Updated to W6 instructions and screenshots.