

# How to Send Logs



We have moved to a new documentation platform. This section is no longer supported. For the up-to-date information, see [How to send logs](#).

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## Hint

Intelligent Automation Cloud – Express or Business – logs contain information about events and messages produced by Intelligent Automation Cloud components, and a shortlist of the system properties, such as OS version, CPU type, and RAM size.

**No sensitive information is collected and included.**

It's safe to send them out via [the community forum](#) as a private message or an attachment to your post.

## Installation logs

If installation failed and you see any exception after it, and your PC meets our [system requirements](#), perform the following steps.

1. Go to the **C:\Users\%user\_name%\AppData\Local\Temp** folder.
2. Find all the files that start with **"WorkFusion\_Intelligent\_Automation\_Cloud\_"** and have **.log** extension.

For example:

*WorkFusion\_Intelligent\_Automation\_Cloud\_20190905113212.log*

*WorkFusion\_Intelligent\_Automation\_Cloud\_20190907113252\_001\_WorkFusionControlTower.log*

*WorkFusion\_Intelligent\_Automation\_Cloud\_20190907113252\_<any\_symbols>.log*

WorkFusion_Intelligent_Automation_Cloud_20190828132904	8/28/2019 02:07 PM	Text Document	45 KB
WorkFusion_Intelligent_Automation_Cloud_20190828132904_005_WorkFusionStudio	8/28/2019 01:57 PM	Text Document	8,599 KB
WorkFusion_Intelligent_Automation_Cloud_20190828132904_004_WorkFusionRPA	8/28/2019 01:56 PM	Text Document	7,942 KB
WorkFusion_Intelligent_Automation_Cloud_20190828132904_003_WorkFusionMinio	8/28/2019 01:54 PM	Text Document	171 KB
WorkFusion_Intelligent_Automation_Cloud_20190828132904_002_WorkFusionOCR	8/28/2019 01:54 PM	Text Document	3,459 KB
WorkFusion_Intelligent_Automation_Cloud_20190828132904_001_WorkFusionControlTower	8/28/2019 01:52 PM	Text Document	51,479 KB
WorkFusion_Intelligent_Automation_Cloud_20190828132904_000_WorkFusionIntelligentAutomationClo...	8/28/2019 01:44 PM	Text Document	4,581 KB
WorkFusion_Intelligent_Automation_Cloud_20190828132213	8/28/2019 01:26 PM	Text Document	15 KB

3. Create a .zip archive with these files.
4. Post this archive and description of your issues to the [WorkFusion Forum](#).

## Components logs



Valid up to version

2.3.0

If one of the server components is not working correctly **after a successful installation**, and your PC meets [System Requirements](#), complete the following steps.



Mind that the tray menu and Platform Monitor are deprecated since RPA Express.

1. Open **Platform Monitor > Command Board** from the tray menu, or type <http://localhost:15100/commands> in the browser address line.

on/off	id	Execute
ON <input type="checkbox"/>	workfusion.start	Execute
ON <input type="checkbox"/>	workfusion.stop	Execute
ON <input type="checkbox"/>	workfusion.open	Execute
ON <input type="checkbox"/>	s3storage.open	Execute
ON <input type="checkbox"/>	help.open	Execute
ON <input type="checkbox"/>	controltower.open	Execute
ON <input type="checkbox"/>	rpa.recorder	Execute
ON <input type="checkbox"/>	rpa.recorder.stop	Execute
ON <input type="checkbox"/>	postgres.start	Execute
ON <input type="checkbox"/>	postgres.stop	Execute
ON <input type="checkbox"/>	rpa.hub.start	Execute
ON <input type="checkbox"/>	rpa.hub.stop	Execute
ON <input type="checkbox"/>	rpa.node.start	Execute
ON <input type="checkbox"/>	rpa.node.stop	Execute
ON <input type="checkbox"/>	rpa.report	Execute
ON <input type="checkbox"/>	rpae.logrotate	Execute

2. Click the **Execute** button opposite to the required command (a command which starts a failed/unavailable component).

```
{"status":"OK","data":{"id":"rpa.node","name":null,"ns":"local","create
```

3. Copy response text and send it to [the community forum](#).

## WorkFusion Studio logs

1. Go to `%install_dir%\StudioLogs` (the default path is `C:\IntelligentAutomationCloud\StudioLogs`).
2. Create a .zip archive of the folder contents.
3. Post this archive and description of your issues to [the community forum](#).

## RPA Hub and Node logs

1. Go to **%install\_dir%\RPA\logs** (the default path is **C:\IntelligentAutomationCloud\RPA\logs**).
2. Create a .zip archive of the folder contents.
3. Post this archive and description of your issues to [the community forum](#).

## Control Tower logs

1. Go to **%install\_dir%\Workfusion\tomcat\logs** (the default path is **C:\IntelligentAutomationCloud\Workfusion\tomcat\logs**).
2. Create a .zip archive of the folder contents.
3. Post this archive and description of your issues to [the community forum](#).

## Agent logs



Valid since version

2.3.0

1. Go to **%install\_dir%\Agent\Logs** (the default path is **C:\IntelligentAutomationCloud\Agent\Logs**).
2. Create a .zip archive of the folder contents.
3. Post this archive and description of your issues to [the community forum](#).