

INSTRUCTIONS for collecting log data

WINDOWS

- Right-click on the Loupedeck icon in the System tray .
- Click on Troubleshooter – this will open a new Troubleshooter window.
- Within the Logs collection tab, click the *Start logs collection* button.
- This will restart Loupedeck and it might take few seconds.
- When Loupedeck is restarted, proceed with steps that result in the reported behaviour.
- Note these steps for the bug report.
- Once the issue is present, stop logs collection by clicking the *Stop logs collection* button in the Troubleshooter window.
- A ZIP file will be created on the desktop.
- Please send us the ZIP file, together with the steps leading to the reported behaviour.

MACOS

- Click on the small Loupedeck icon at the top menu bar.
- Select Help -> Troubleshooter.
- Click the *Restart Loupedeck with logging* item.
- This will restart Loupedeck and it might take few seconds.
- When Loupedeck is restarted, proceed with steps that result in the reported behaviour.
- Note these steps for the bug report.
- Once the issue is present, stop logs collection by clicking on the Loupedeck icon at the top menu bar and select Quit.
- A ZIP file will be created on the desktop.
- Please send us the ZIP file, together with the steps leading to the reported behaviour.