

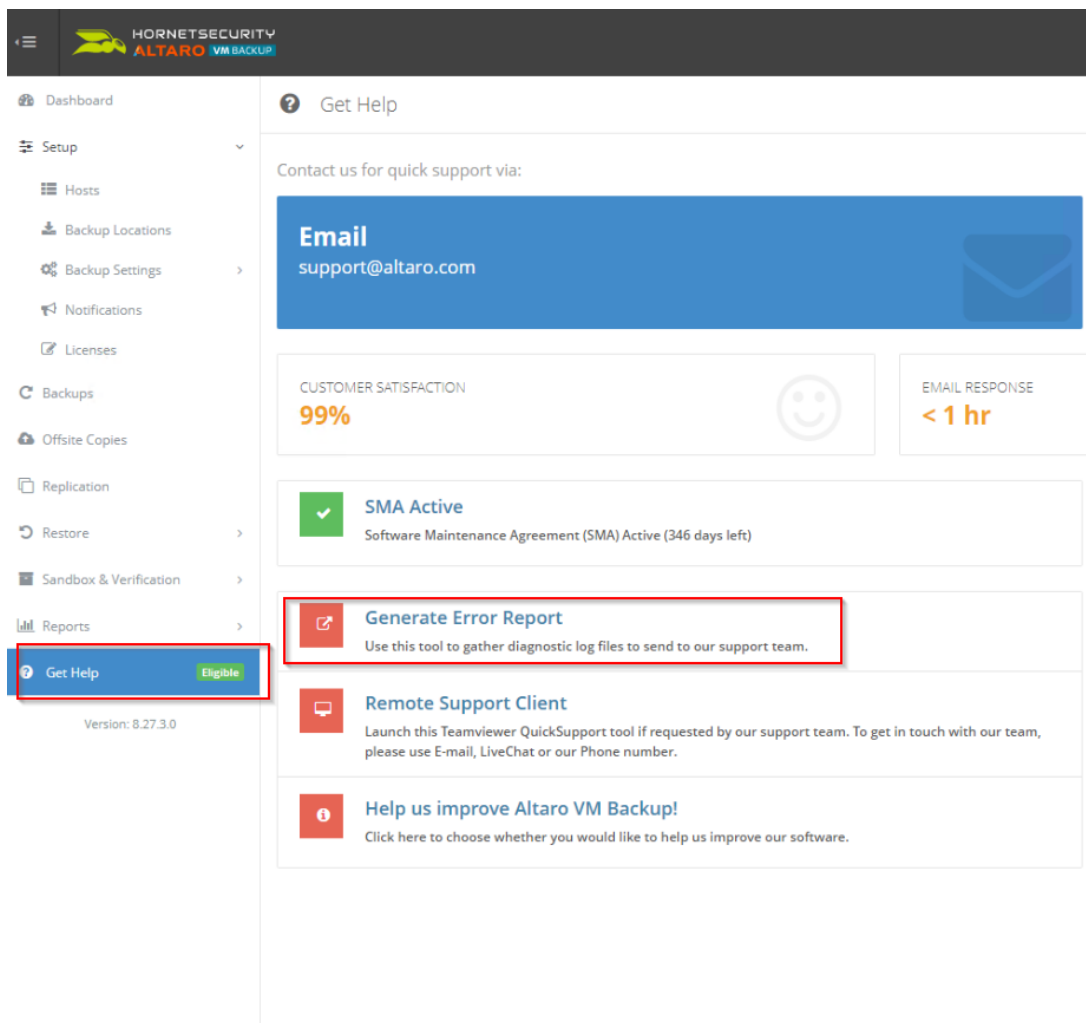
Base de connaissances > Altaro VM Backup > Comment générer un fichier de logs pour les demandes de support technique ?

Comment générer un fichier de logs pour les demandes de support technique ?

Maxime - 2022-09-06 - Altaro VM Backup

Afin de vous aider dans la résolution d'un problème technique Altaro VM Backup, voici ce qu'il faut faire pour générer un rapport d'erreur

Dans Altaro VM Backup, dirigez-vous dans le menu suivant :



The screenshot displays the Altaro VM Backup user interface. On the left, a sidebar menu lists various functions: Dashboard, Setup (with sub-items: Hosts, Backup Locations, Backup Settings, Notifications, Licenses), Backups, Offsite Copies, Replication, Restore, Sandbox & Verification, Reports, and Get Help. The 'Get Help' item is highlighted with a red rectangular box. The main panel on the right is titled 'Get Help' and contains several sections. At the top, it says 'Contact us for quick support via:' followed by an 'Email' section with the address 'support@altaro.com'. Below this, there are two boxes: 'CUSTOMER SATISFACTION 99%' with a smiley face icon, and 'EMAIL RESPONSE < 1 hr'. Further down, there are three main support options, each with an icon and a title: 'SMA Active' (Software Maintenance Agreement), 'Generate Error Report' (highlighted with a red box), and 'Remote Support Client'. The 'Generate Error Report' section includes the text: 'Use this tool to gather diagnostic log files to send to our support team.' At the bottom, there is a section titled 'Help us improve Altaro VM Backup!' with the text: 'Click here to choose whether you would like to help us improve our software.'

Puis, une fois que vous avez cliqué sur "Generate Error Report", remplissez le formulaire suivant

[Get Help](#)

Generate Error Report

Error Report Information

Generating this error report will create a compressed file containing diagnostic data from Altaro VM Backup. Once it completes, you will then be given the option to upload it directly to our servers. Once uploaded, our support team will be notified and will get back to you as soon as possible.

Contact Details

support@altaro.com
+44 (0) 203 397 6280

Live Chat

[Start chatting now](#)

ENTER DETAILS / DESCRIPTION

Name

Email

Phone Number

Ticket Number

Description

Explication du problème

☒ Advanced Options (not only if requested by Altaro Support)

☐ Include Debug Data Files

☒ I am aware that the error report will contain configuration files, log files and system information. (You can review the contents of the report before submitting it.)

[Generate Error Report](#) [Generate & Submit Error Report](#)

Vous pouvez selon les cas, inclure les fichiers de debug si demandés, accepter les conditions d'envoi et cliquez sur "Generate Error Report". Si vous cliquez sur "Generate & Submit error report", la demande partira directement chez le support de l'éditeur.

Une fois que vous avez cliqué sur "Generate Error Report", le fichier pourra être envoyé directement à Altaro ou vous pouvez cliquer sur "Open Error Report containing Folder" afin d'ouvrir un ticket sur notre plateforme de support

[Get Help](#)

Generate Error Report

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Live Chat

[Start chatting now](#)

✓ **Error Report generated successfully.**

The error report has been Generated successfully and is ready

[Submit Error Report to Altaro](#)

[View Error Report](#)

[Open Error Report containing Folder](#)

[Generate a new Error Report](#)