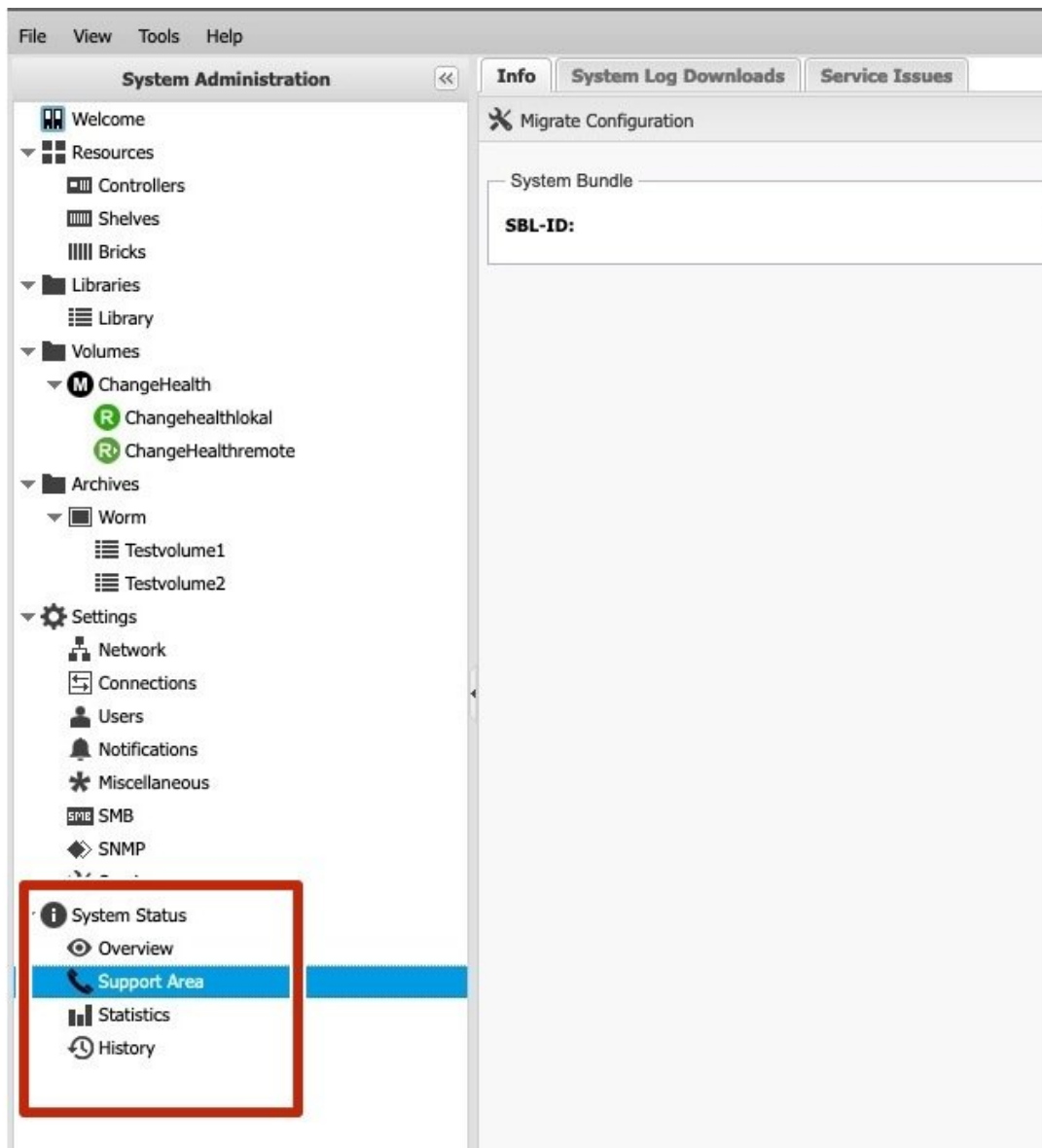




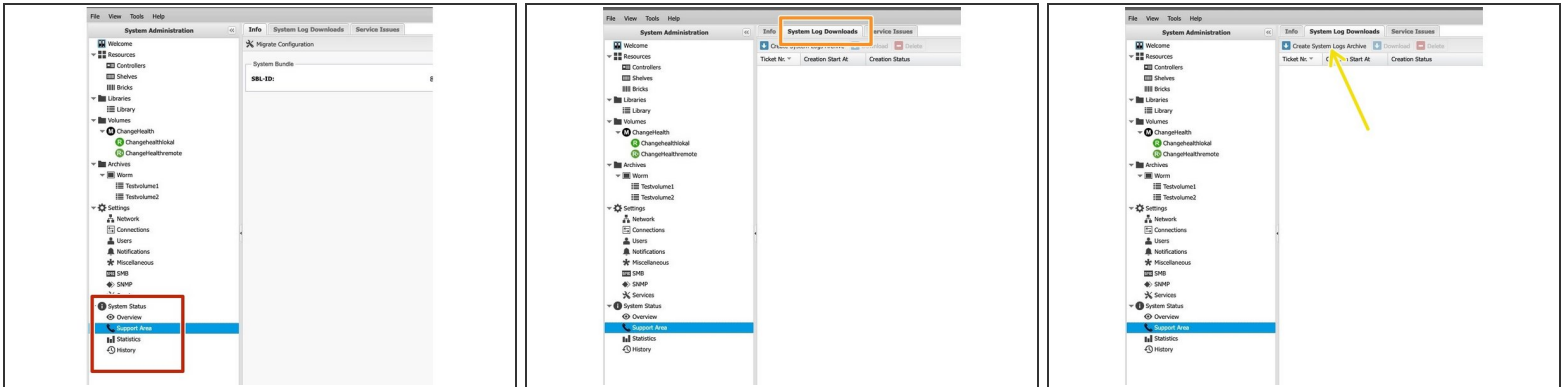
How to create logfiles on the Brick System

Manual how to create log files and find details in the system history

Written By: Thomas Kunath



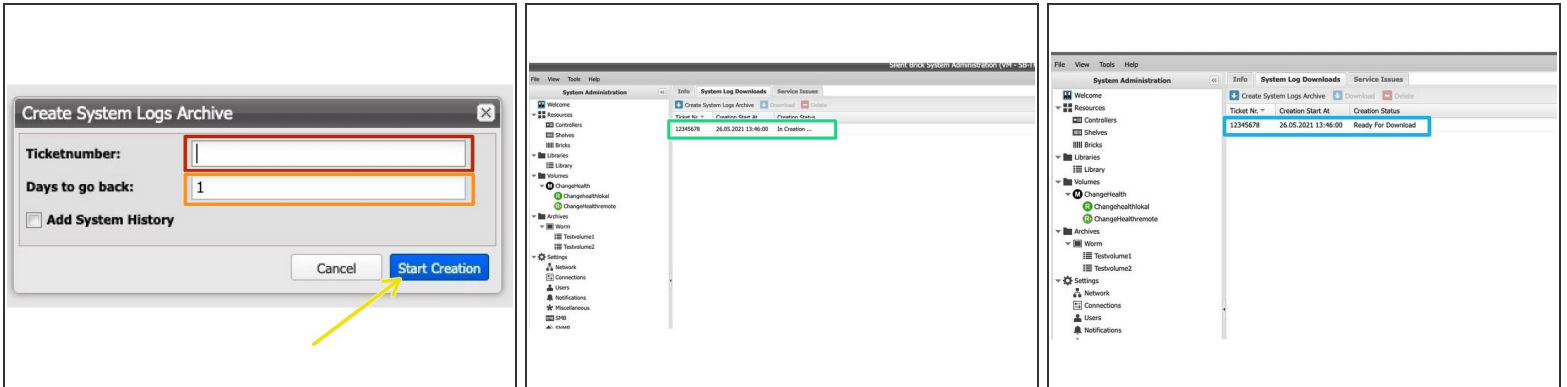
Step 1 — Create Log Files



Log on to the system interface

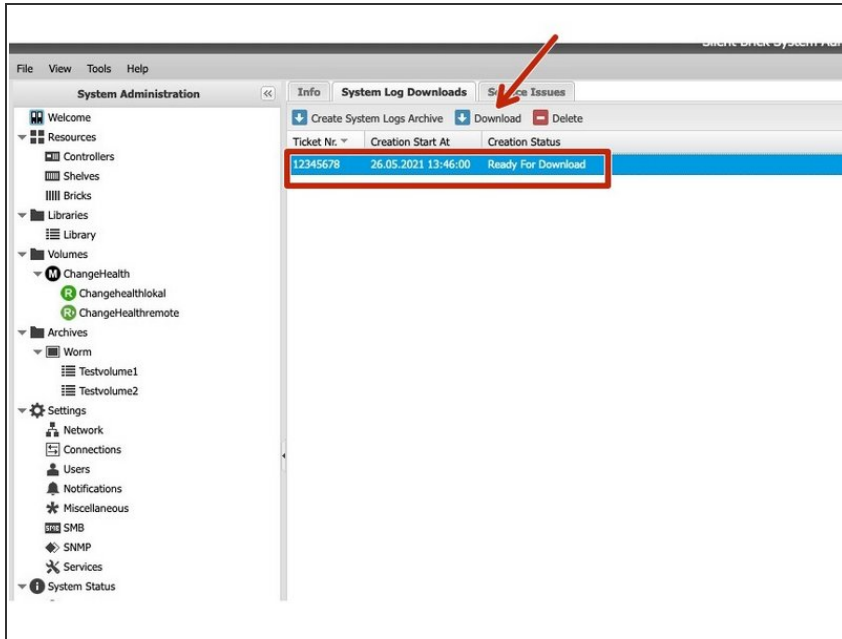
- Go to System Status -> Support Area
- Choose the System Log Downloads tab
- Click on System Logs Archive

Step 2 — Create Log Files



- Enter the FAST ticket number. The ticket number is **important** to ensure FAST Support Team can correctly assign the log files.
- Specify the age of the log files in days. The logs files must include the first occurrence of the error.
- ❗ Example: 11.Jan.2021 to 30.April.2021 = 110 days
- Click Start Creation
- While the files are being assembled, the system shows "In Creation".
- When the files are ready, a message "Ready for Download" appears.

Step 3 — Download and send Log Files



- Select the files you need and download them using the Download button.

- ❗ Save the files on your computer. You can now send the files to the FAST support address **Lta-support@fast-lta.de**.
- ❗ If the files are too large to send, FAST Support can send you a link to the FAST FTP server.