



View Logs

Help Documentation

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System administrators can use this section to quickly view the server's log files. Viewing a server's log files, especially when it's possible to narrow down the type of server action or protocol that is being viewed, allows system administrators to look for any specific errors that could cause reliability issues on the server or narrow down reasons why a specific behavior is being seen. For example, system administrators can review SMTP logs to see if an email was delivered or check ActiveSync logs to see if they can narrow down synchronization issues between a specific user's mailbox and their mobile device.

To view logs, click the manage icon and click View Logs in the navigation pane. The following options will be available in the content pane:

- Date - The start and end dates for the log files you want to view.
- Type - Select the type of log file (or the delivery method of the files) that you would like to view.
- Search String - Type the words or phrases to that should be contained in the log files.
- Display related traffic - Select this option to only display data that occurred within the same session.

To search for a specific log, complete the date range, select the log type, and enter a search string. Then click Search in the content pane. Any matching log files will display in the content pane. Note: SmarterMail will only display up to 1MB of any specific log.

Alternatively, system administrators can download the log file in a .zip format by clicking Download in the content pane toolbar. This page allows administrators to get quick access to a domain's entire log file so that they can review them more thoroughly on their local machine.