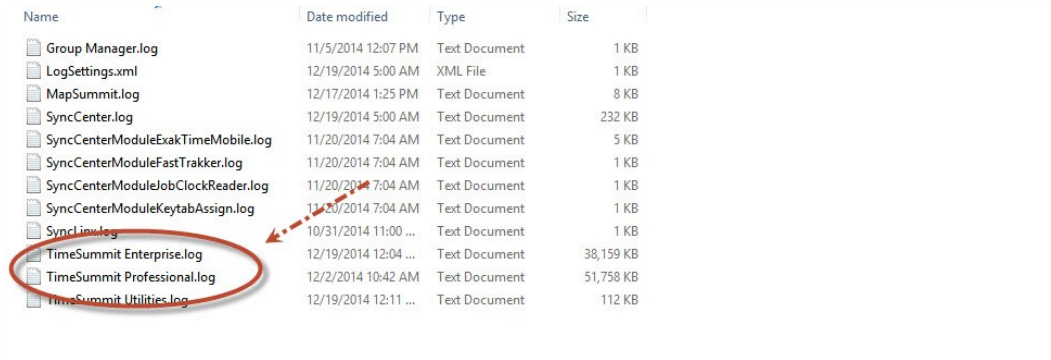Normally, if you receive an error in TimeSummit that requires you to send application logs to technical support you will receive a prompt to send them automatically. There are times, however, when you may need to attach the logs from a different location or workstation for us. These instructions will detail where to find—and make copies of—all the log files so you can send them to us if needed.

1. The easiest way to get the ExakTime product logs is to use the shortcut built into TimeSummit Utilities. Note: There are three ways to open the TimeSummit Utilities:

   A. The first is to go to "Tools" in the upper left corner of TimeSummit and click on the **TimeSummit Utilities** link.

   B. The second is for Windows 8 machines: From the Desktop of the machine, click the "Windows" key. Then when on the screen with the live tiles, just type "time" and you will see the TimeSummit Utilities appear in the list so you can click on it.

   C. The third method for accessing the TimeSummit Utilities is for Windows 7 and Vista machines: You will click the **Start** button in the lower left corner of the screen, then go to "All Programs", then to the "Exaktime" folder. Inside the "Exaktime" folder, you will see the TimeSummit Utilities.

2. After the TimeSummit Utilities are open, click the **Logs** link as shown below:
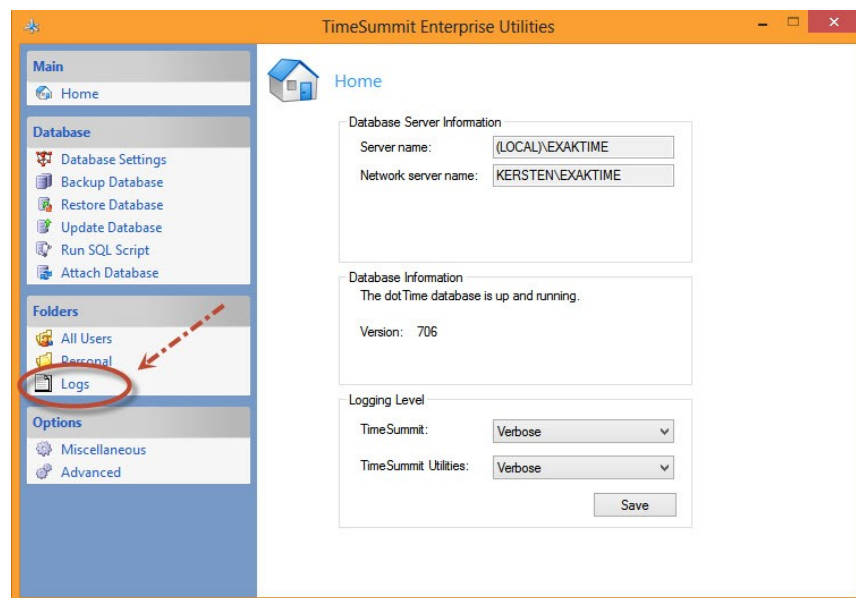
3. Once inside the logs area, you can choose the appropriate log file for your current installation version, TimeSummit Enterprise or TimeSummit Professional.

Name	Date modified	Type	Size
Group Manager.log	11/5/2014 12:07 PM	Text Document	1 KB
LogSettings.xml	12/19/2014 5:00 AM	XML File	1 KB
MapSummit.log	12/17/2014 1:25 PM	Text Document	8 KB
SyncCenter.log	12/19/2014 5:00 AM	Text Document	232 KB
SyncCenterModuleExakTimeMobile.log	11/20/2014 7:04 AM	Text Document	5 KB
SyncCenterModuleFastTrakker.log	11/20/2014 7:04 AM	Text Document	1 KB
SyncCenterModuleJobClockReader.log	11/20/2014 7:04 AM	Text Document	1 KB
SyncCenterModuleKeytabAssign.log	11/20/2014 7:04 AM	Text Document	1 KB
SyncLinx.log	10/31/2014 11:00 ...	Text Document	1 KB
TimeSummit Enterprise.log	12/19/2014 12:04 ...	Text Document	38,159 KB
TimeSummit Professional.log	12/2/2014 10:42 AM	Text Document	51,758 KB
TimeSummit Utilities.log	12/19/2014 12:11 ...	Text Document	112 KB