

Send Log Files to Support Team

This article will show how to send you PLAYDECK Log Files to our Support Team.

In this article:

- Send via Internet
- Send offline via ZIP File

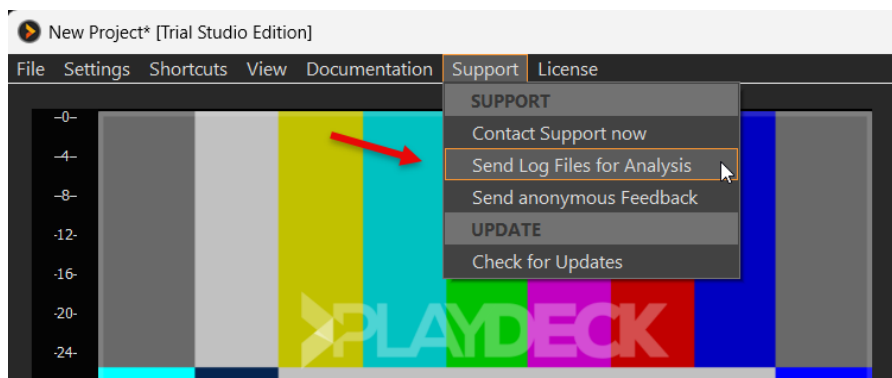
IMPORTANT: Please always send a message to **support@playdeck.tv**, informing us about:

- Log Files have been uploaded
- Your PLAYDECK System ID
- Date/Time of last occurrence of issue/problem

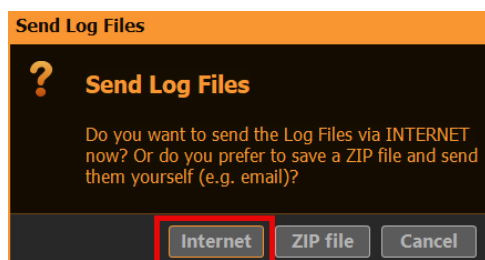
Thanks!

Send via Internet

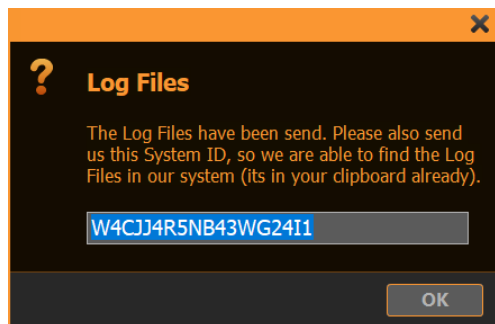
If you have an active Internet Connection on your PLAYDECK System, open the Main Menu and select SUPPORT and then SEND LOG FILES:



Then select the INTERNET Option:

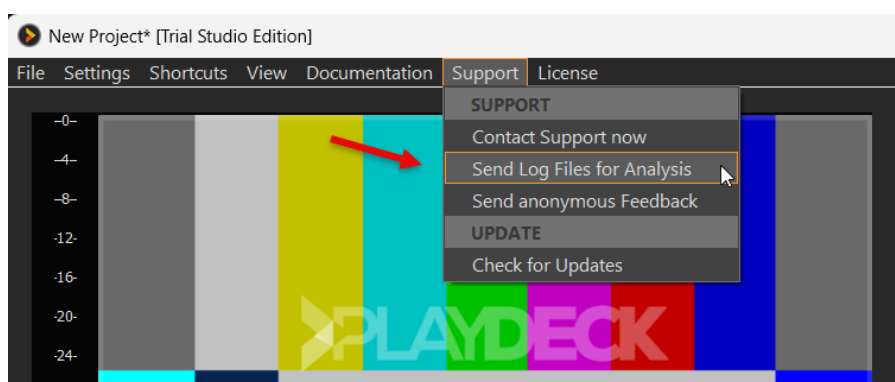


After the upload is complete, please send us a message to support@playdeck.tv along with your System ID. If you see the following Popup, the System ID is in your Clipboard already and you can simply paste it with CTRL+V into your email message:

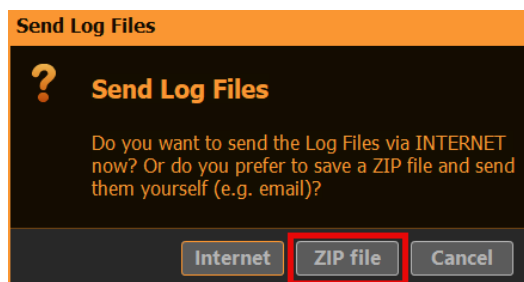


Send offline via ZIP File

If you DONT have an active Internet Connection on your PLAYDECK System, open the Main Menu and select SUPPORT and then SEND LOG FILES:



Then select the ZIP FILE Option:



After you pick a destination Folder on your System, a 7-ZIP-file will be written there:



Please send us a message to support@playdeck.tv along with your ZIP-file.

If your Email-system doesn't allow sending Files or the ZIP-file itself is too large (> 5 MB), you can also use our download portal to upload the File.

Note: If you are unable to even start PLAYDECK, please ZIP this Folder manually:

c:\ProgramData\JoyEventMedia\Playdeck\logs