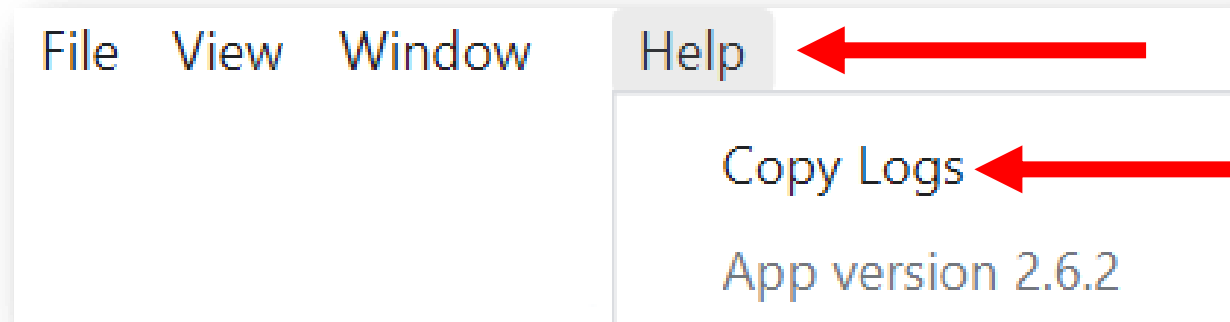


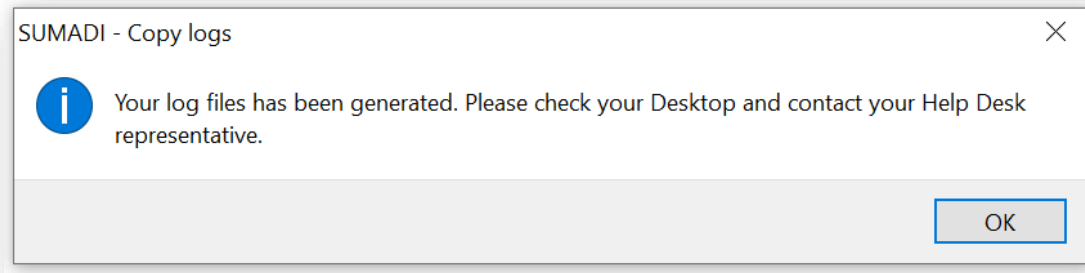
Copy logs - SUMADI V2



- 1 Click on the "**Help**" button located in the upper left menu.
- 2 Click on the "**Copy logs**" option.



- 3 You will receive a confirmation message indicating that the SUMADI™ logs have been saved to your computer.



- 4 You will find on your computer desktop two text files named **sm_main_DATE** and **sm_renderer_DATE**. Send both files to our support team.

This PC > Desktop

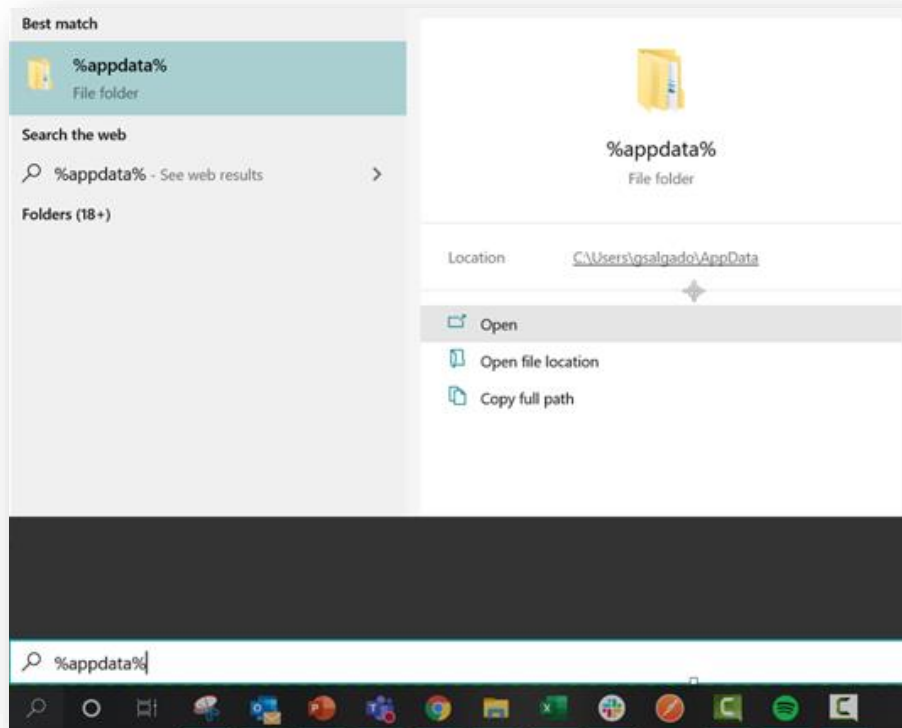
Search Desktop

Name	Date modified	Type	Size
sm_main_2-10-2021	2/10/2021 10:41 AM	Text Document	38 KB
sm_renderer_2-10-2021	2/10/2021 10:41 AM	Text Document	111 KB

5 In case you are not able to find the Logs on the desktop of your Windows operating system.

A. Type **%Appdata%** in the search box in the lower left corner and open the file.














B. Click on the **“sumadi-app-v2”** folder.





<input type="checkbox"/>	Name	Date modified	Type
<input type="checkbox"/>	Adobe	4/5/2021 09:44	File folder
<input type="checkbox"/>	hpqLog	17/9/2021 08:13	File folder
<input type="checkbox"/>	Microsoft	11/6/2021 17:42	File folder
<input type="checkbox"/>	Nitro	4/5/2021 10:02	File folder
<input checked="" type="checkbox"/>	sumadi-app-v2	6/11/2021 10:27	File folder
<input type="checkbox"/>	Sun	4/5/2021 13:11	File folder
<input type="checkbox"/>	Teams	4/5/2021 10:04	File folder
<input type="checkbox"/>	TeamViewer	4/5/2021 10:02	File folder
<input type="checkbox"/>	WinRAR	7/6/2021 08:22	File folder
<input type="checkbox"/>	Zoom	8/9/2021 10:01	File folder

C. Go to the "**Logs**" folder.

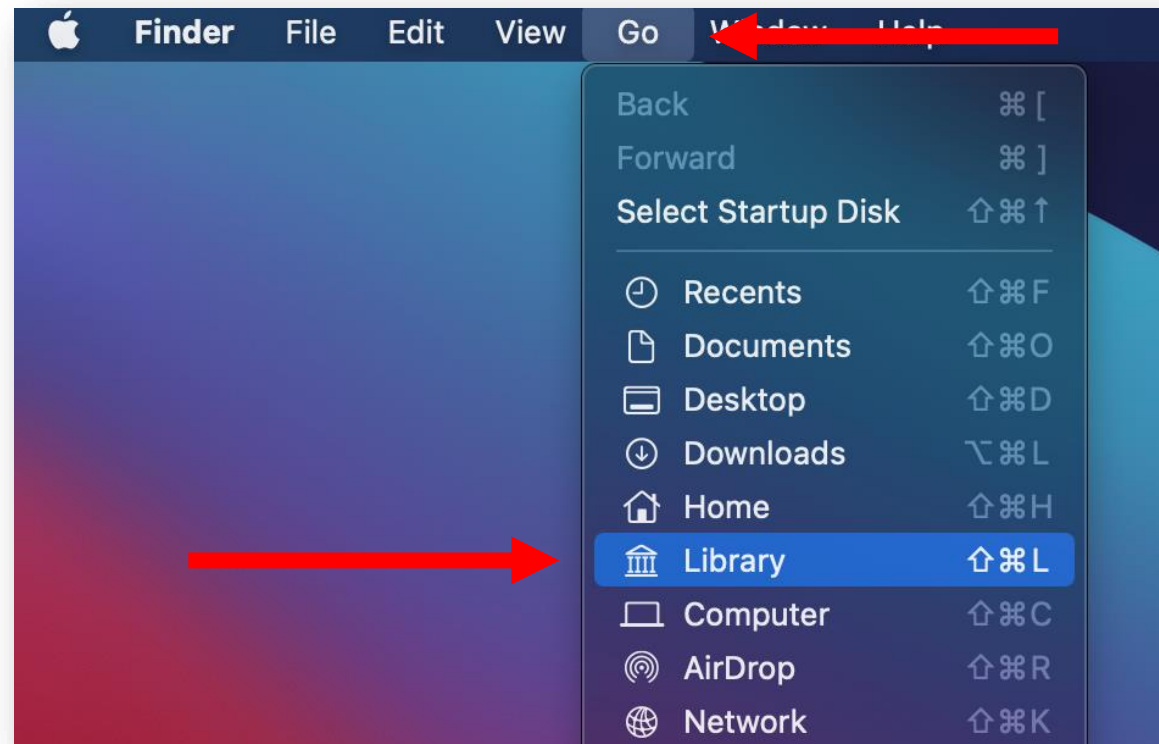
D. You will find the "**Main**" and "**Renderer**" files, these are the two .log files that you will need to share with our support team.

<input type="checkbox"/> Name	Date modified	Type
 blob_storage	10/25/2021 5:16 PM	File folder
 Cache	10/25/2021 5:18 PM	File folder
 Code Cache	9/30/2021 8:16 PM	File folder
 GPU Cache	10/25/2021 4:12 PM	File folder
 Local Storage	9/30/2021 8:16 PM	File folder
<input checked="" type="checkbox"/>  logs	9/30/2021 8:33 PM	File folder
 Session Storage	10/25/2021 5:19 PM	File folder
 .updaterId	9/30/2021 8:16 PM	UPDATERID File
 Cookies	10/25/2021 5:19 PM	File
 Cookies-journal	10/25/2021 5:19 PM	File
 Network Persistent State	10/25/2021 5:19 PM	File
 Preferences	10/25/2021 2:13 PM	File
 settings.json	10/25/2021 4:35 PM	JSON File

<input type="checkbox"/> Name	Date modified	Type
 main	25/11/2021 18:07	Text Document
 renderer	25/11/2021 17:09	Text Document

6 In case you are not able to find the Logs on the desktop of your Mac OS operating system.

- A. Go to the top menu bar on your finder and click on the "Go" tab.
- B. Search and go to the "Library" folder. In case it is not displayed, press the "alt" key to make it visible.



C. Go to the "**Logs**" folder.

D. Click on the "**Sumadi-app-v2**" folder and there you will find the "**Main**" and "**Renderer**" files, these are the two .log files that you will need to share with our support team.

