

Collecting log files

If a representative asks you to send the Pressproof log files, follow the steps below to collect files and send them by email.

Note: The *[username]/Library* folder is normally hidden. To make the *Library* folder visible, on the **Finder** menu click **Go** and then hold down the Option key. *Library* will appear in the drop-down menu. To open the *Library* folder, click *Library*.

PressProof logs:

- Go to *[hard drive] > Users > [username] > Library > Logs > Kodak > Kodak PressProof*, and collect the *Kodak Pressproof.log*

PressProof crash logs (if requested):

- Go to *[hard drive] > Users > [username] > Library > Logs > DiagnosticsReports*
- Collect all PressProof crash log files named *Kodak PressProof_YYYY-MM-DD-TTTT.crash*

Matchprint Virtual logs (if requested):

- Follow the steps in [Collecting log files](#) to collect the Matchprint Virtual log files and the Mac System Report

Gather all of the collected log files in a folder and name it *PressProof Logs*. To generate a ZIP file, right-click the folder and select **Compress PressProof Logs**. Send the ZIP file to your Kodak representative.