



# ALM PRO and Express Clear, Save and Send Logfile



Oude Oeverstraat 120-4  
6811 JZ  
Arnhem  
The Netherlands

t: +31(0) 88 1221 800  
f: +31(0) 88 1221 899  
[www.rsconnect.net](http://www.rsconnect.net)  
[info@rsconnect.net](mailto:info@rsconnect.net)

## Introduction

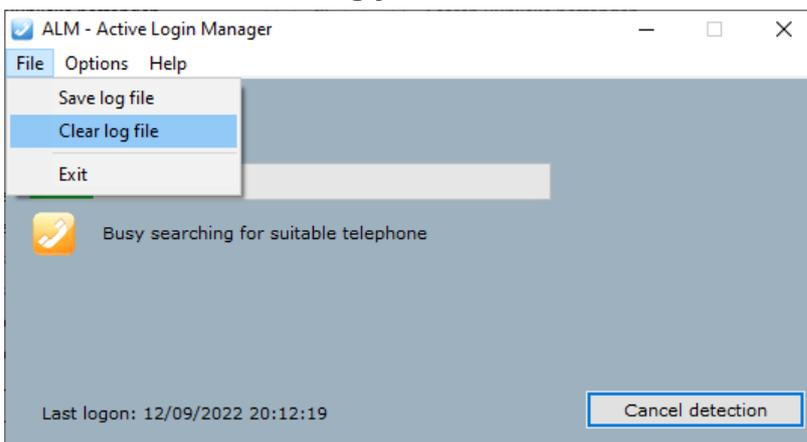
When an issue occurs with ALM Express or ALM PRO a logfile is required by the RSconnect Support desk. To troubleshoot and solve the issue ALM Express and PRO track important application events and errors.

This document will describe the steps to create a usable logfile which can be used by RSconnect Support.

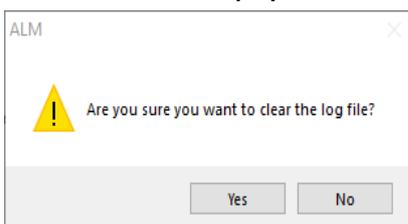
## Step 1 – Clear the existing log file

The first step is to clear the existing application logging history and restart ALM.

- a. Open the ALM Express or ALM PRO main screen
- b. Select **File** and **Clear log file**



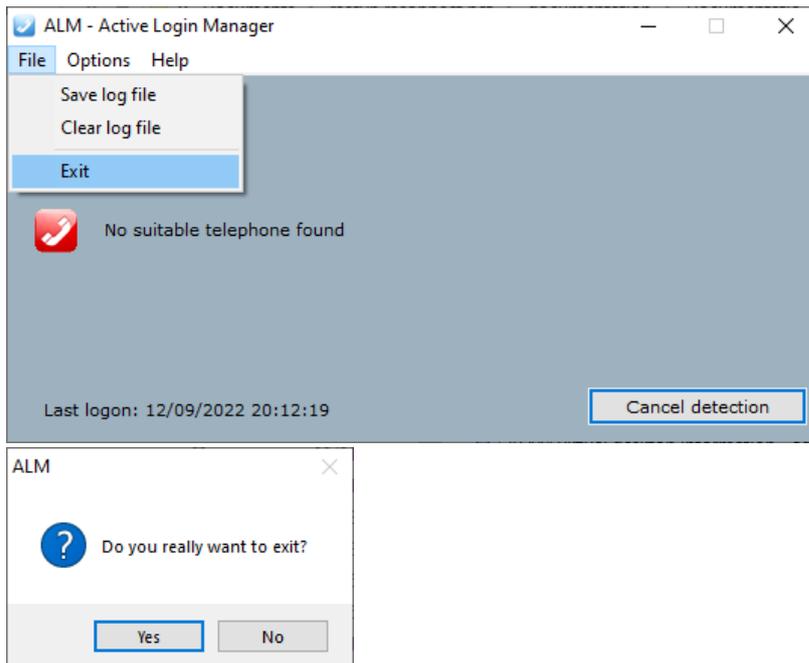
- c. Click **Yes** to empty the existing logfile



- d. A message will appear with a confirmation the log file is cleared, click **OK**



- e. Click **File** and **Exit** followed by **Yes**

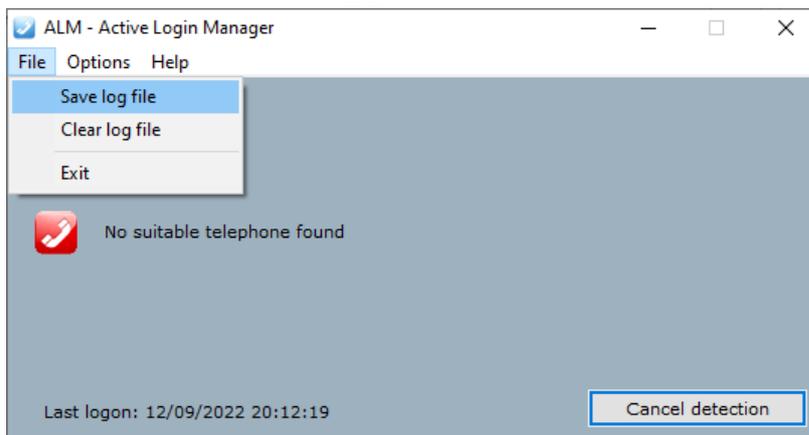


Please note! ALM has now been closed and is not running anymore.

## Step 2 – Collect and Save

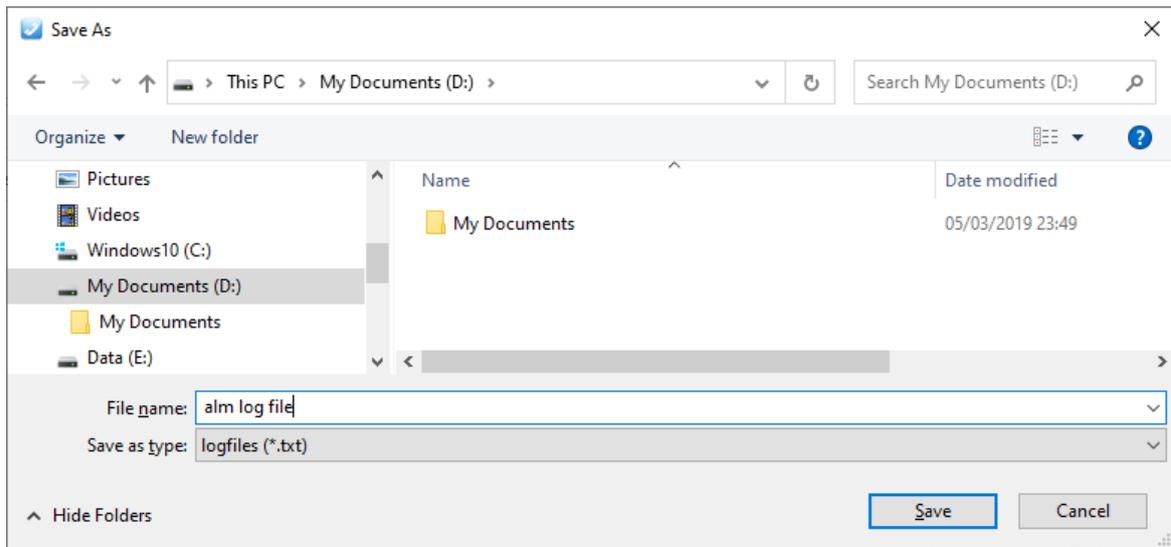
The second step is to start ALM again so it can capture the logging information. It is important to wait until the issue has occurred or the event which needs to be investigated has finished.

- a. Open the ALM Express or ALM PRO main screen  
b. Select **File** and **Save log file**

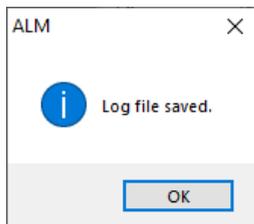


- c. Select a location where to store the log file and provide a file name e.g. "alm log file.txt".

Remember this location.



d. A message will appear with a confirmation the log file has been saved.



## Step 3 – Send log file for analysis

The third and last step is to send the log file to [support@rsconnect.net](mailto:support@rsconnect.net) as an attachment. Please always add the ticket number as a reference in the subject field of the e-mail message.

Please Note! The log file may contain sensitive data like IP addresses, ALM settings, computer hardware information and network infrastructure details. ALM will never store passwords or PIN codes in the log file.

## Additional Information

For additional information please contact or visit:

- United Kingdom: +44 203 608 8259
- Other countries: +31 88 1221 800
- <http://www.rsconnect.net>
- [support@rsconnect.net](mailto:support@rsconnect.net)