**KB 1217319**

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| Mec Grid version: How to get log information into an ERROR ZIP file |

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| **I have to gather information for a MEC Case I have reported to Global Support. Is there any way to obtain a report with installation information and logs from the MEC program?** |
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| **Resolution:** |
| |  |  | | --- | --- | | **M3 Enterprise Collaborator (MEC): How to get log information into an ERROR ZIP file** | | |  |  | | **Description:** |  | | I have to gather information for a MEC Case I have reported to Global Support.  Is there any way to obtain a report with installation information and logs from the MEC program? | | | **Resolution:** |  | | In MEC Grid versions  it is possible to gather this information and save it in an ERROR ZIP file by doing the following:  **Step 1: Set the log levels to DEBUG**  Setting the logging level to DEBUG provides the most robust information gathering possible and delivers extensive information when an error occurs.                 Start **Manage Application**.   Go to **Event** and then to **Log Configuration**page.                           Select the appropriate levels and change their levels to DEBUG.  Example: these levels will show communication and API issues:  *com.intentia.ec.mapper.EBZSocket*  *com.intentia.ec.mapper.APIPool com.intentia.ec.mapper.APICaller*  *Generated.mapping.xxxxx*     NOTE: xxxx= the map with which you are working   **https://www.inforxtreme.com/media/solution/1217319/5452694_infopath_1.jpg**    **Step 2: Create an Error Report zip file to attach to a CASE**    The Error Report Zip file contains information on the MEC installation as well as log files. This file is very important to include when you are reporting errors to Global Support.     1. Start **Manage Application**. 2. Go to **Server** and then to **Error Report**page. 3. Change the appropriate log levels to **DEBUG**. 4. Process your messages. 5. On the MEC Management page, click the **Error Report**link. 6. Enter a name for the file to be created and the message identifier.     **https://www.inforxtreme.com/media/solution/1217319/5452694_infopath_2.jpg**  **NOTE**: If you are interested in a specific period of time, enter the ‘*from’* and ‘*to’* fields.     1. Click **Submit.** 2. Click the Floppy-Disk icon (https://www.inforxtreme.com/media/solution/1217319/5452694_infopath_3.jpg) to save the ZIP file and attach it to the Case for analysis**.**   **https://www.inforxtreme.com/media/solution/1217319/5452694_infopath_4.jpg**  **IMPORTANT:**Be sure to reset the log levels avoid filling up your disk and to maintain solid MEC performance. | |  | | **Additional Information:** |  |  | | **Looking for the Message Identifier?**  You can find the message identifier for a particular message by holding the mouse cursor on 'SHOW'. | |  | | Article ID:  5452694 | |  | | **Keywords:** |  |  | |  | |  | |