

Open-Audit Support Information

The Support Page

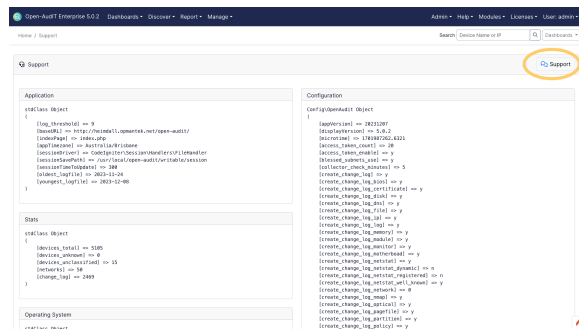
- [Install Support](#)
- [Discovery Support](#)
- [LDAP Support](#)

Opmantek will usually request the Install Support JSON file and (if required) the Discovery Support export file. These allow us to examine more closely how your server is operating, without the need for an initial set of back-and-forth questions (saving both you and Opmantek time).

Install Support

From version 1.3.2 Open-Audit includes a page titled Support. It is available at Menu -> Help -> Support. This is to be used as the first point of call when troubleshooting Open-Audit issues. You can click the Export button on the top right to retrieve this as a JSON file (to be added to the support ticket / email).

5.0.0 and newer screenshot



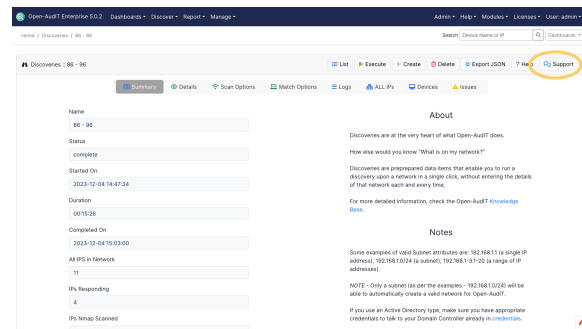
Pre 5.0.0 screenshot

Discovery Support

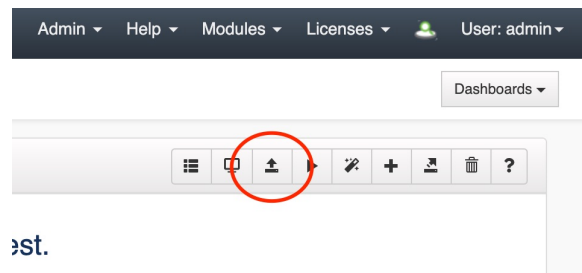
When investigating a Discovery, support will request the Exported Discovery Logs. To retrieve these, go to menu -> Discoveries -> List Discoveries. View the discovery in question, then click the Support button in the top right toolbar.

This will provide the discovery settings, config items, the discovery device list as well as the logs for this particular discovery.

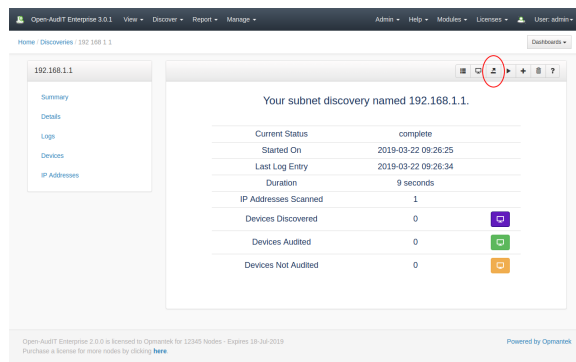
5.0.0 and newer screenshot.



NOTE - As at version 3.3.0, the icon will change to the below.



Below is for versions prior to 3.3.0.



Next, attach the logs.txt file to your support email or Jira ticket.

Feel free to look through the logs.txt file for entries with a severity level lower than 7 (7 is debug). Any actual problems should usually be logged with a level lower than 7, but for completeness, a 7 is best when trying to find an issue.