Error Log

04/09/2025 12:48 pm CDT

Overview

The **Error Log** feature helps our developers troubleshoot and resolve issues with the Skustack application.

Send Error Logs

In Skustack, you have two convenient options for sending error logs:

- Send the current log
- Send a selected logfile from a specific period/date in the past

Send Current Logs

If you want to send a log from the current day:

1. Tap the **Menu** button at the upper left-hand corner of the screen.

2. Select **Request Support** and choose your desired mode.

   a. **Submit New Ticket**

      i. Enter a brief description of your issue.

      ii. Tap **Submit**.

   iii. The system will automatically create a new ticket.
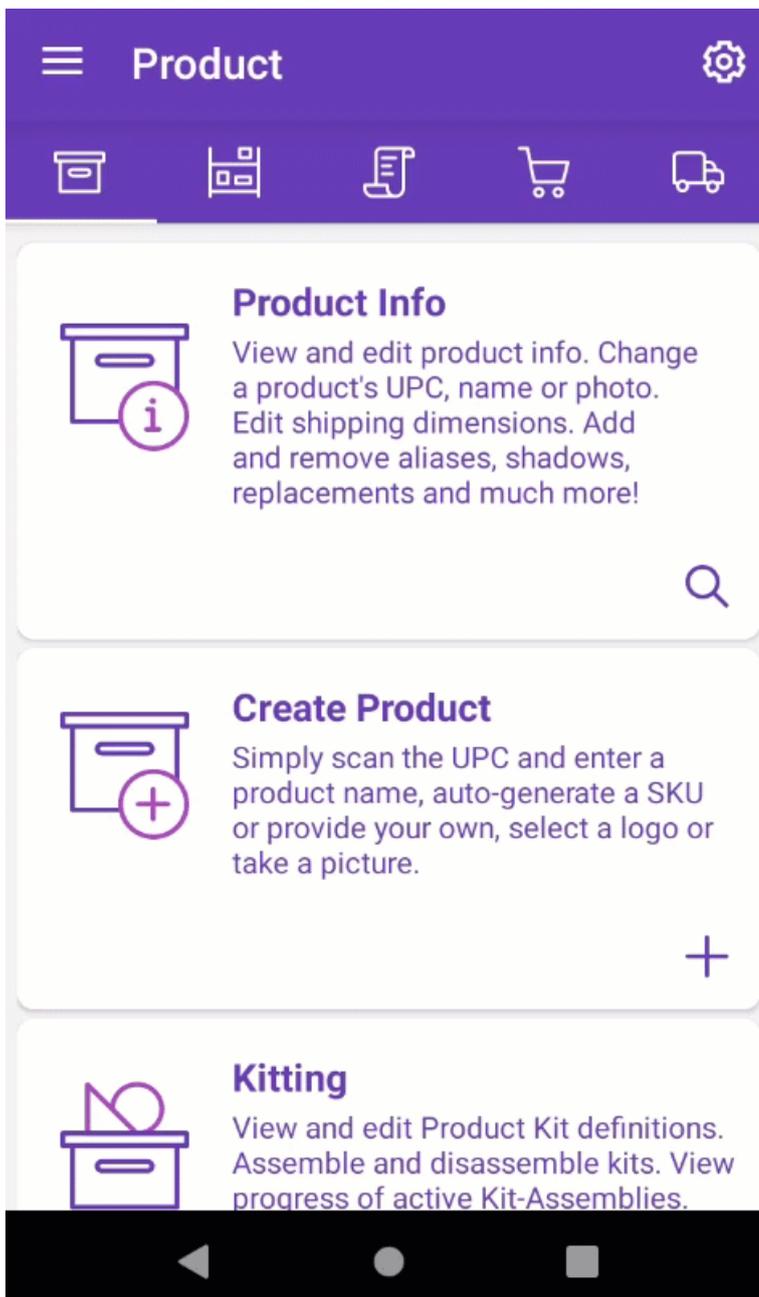
b. **Add File to Existing Ticket**

    i. Tap **Find Ticket** to search for open Skustack issues or enter a specific ticket ID.

    ii. Tap **Go**.

    iii. Select the file or image you want to add.

    iv. The system will automatically attach the file to the existing ticket.
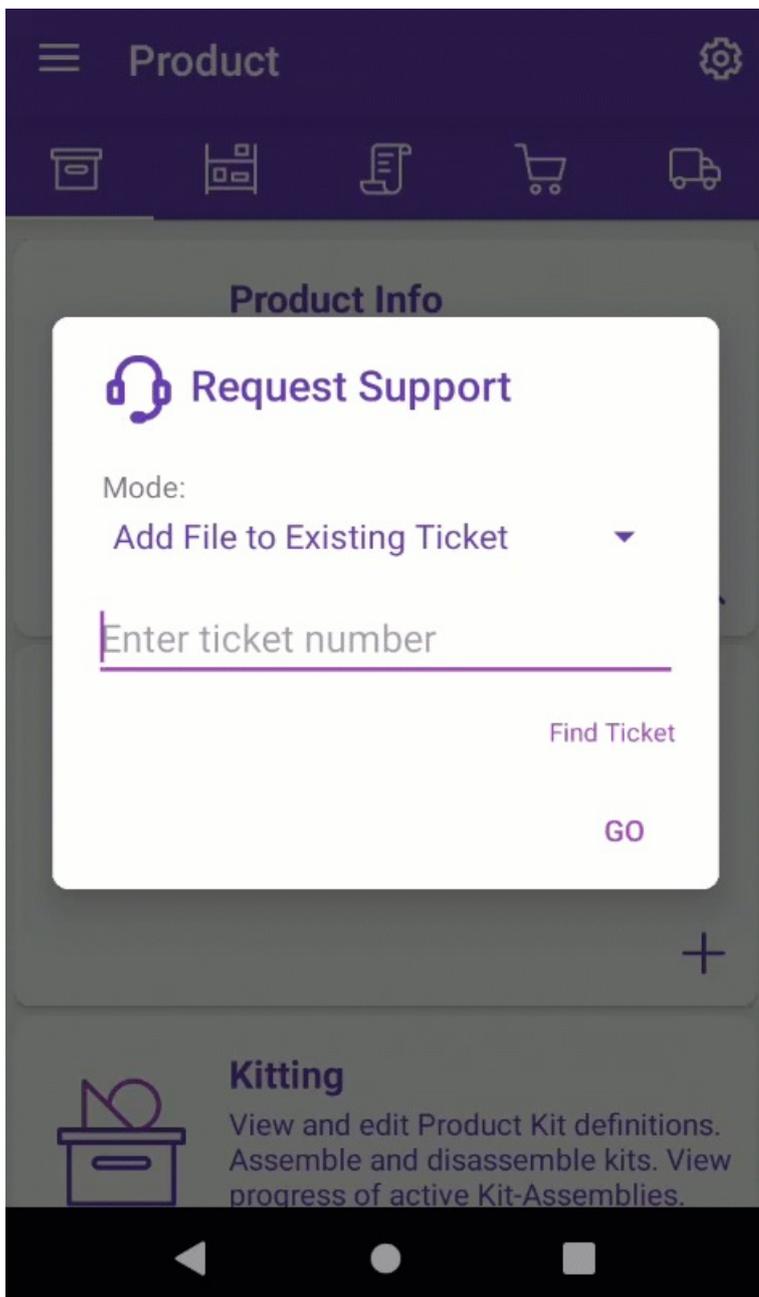
Send Selected Logs

1. Navigate to **Menu** > **Settings** > **Logs**.

2. Select the date when the issue occurred.

3. Choose one of the available options:

    a. **Send Logs** – This will open the Gmail app and populate the receiver's email. All you need to do is provide a brief description of the issue you are experiencing and send the email.

    b. **Attach Logs To Ticket** – You will be prompted to enter an existing ticket number where the logs will be
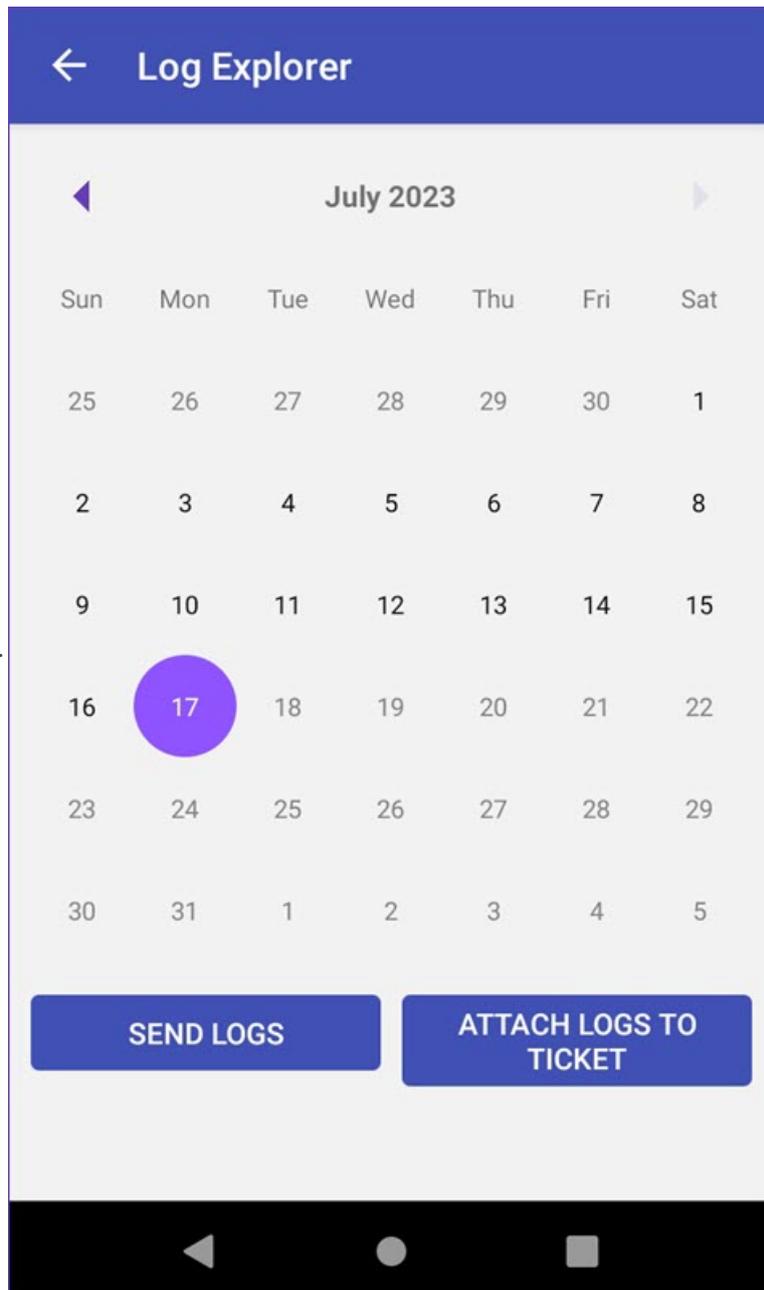
attached.

Skustack device logs are also stored in the Real-Time Connect (RTC) Server. Sellercloud Support has access to this information and can remotely utilize it to troubleshoot and resolve complex issues.