

Collect Files in Shipbridge

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Overview

To troubleshoot order issues in [Shipbridge](#), [Sellercloud Support](#) may require the relevant files, logs, and settings associated with the respective order(s). With the **Collect Files** option, you can conveniently compile them into a single .zip file.

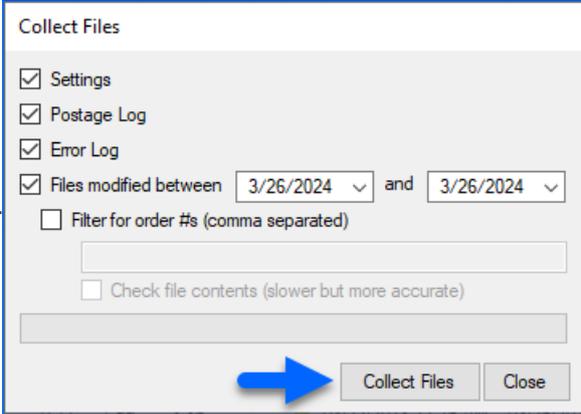
Do you only need to export the Settings file? [See how](#).

Collect Files

To collect your Shipbridge files, follow the instructions below:

1. In Shipbridge, go to **Help > Collect Files**.
2. All settings and log files are selected by default in the Collect Files pop-up. Leave these boxes checked, unless

you need a different configuration.



3. When necessary, you can use the following additional options:
 - a. **Files modified between** – Enter a date range for the log file collection and filter the files based on the date when the issue occurred.
 - b. **Filter for order #s** – If the issue is related to a specific order(s), enter the order number(s) in the text field. Multiple orders should be separated by a comma.
 - c. **Check file contents** – Enable this option if the issue relates to [batch shipping](#) or [printing labels](#) through [DaZzle](#) or [WorldShip](#).
4. Click **Collect Files**.
5. Save the collected zipped files to a designated location.
6. Attach the .zip file to your support ticket or in an email to your Sellercloud account manager.

Refer to our [Sellercloud Support](#) article for detailed instructions on how to contact us and submit a support request.

