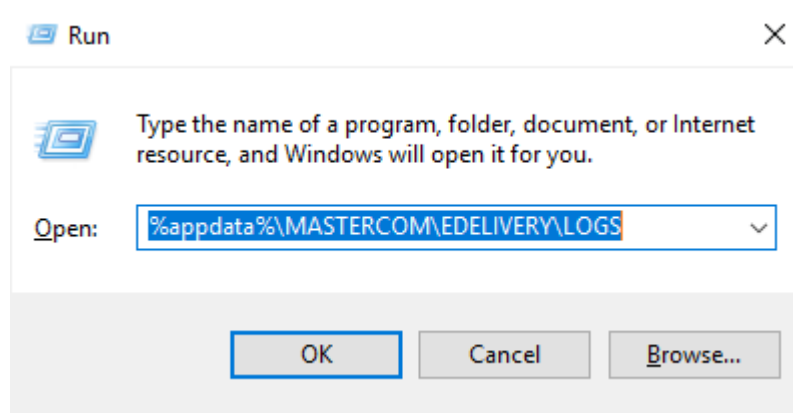


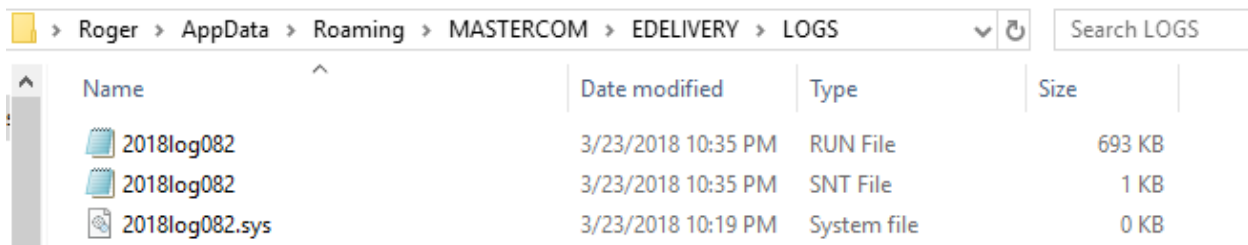
The user's eDelivery log is found in the user's appdata folder e.g.

C:\Users\Roger\AppData\Roaming\MASTERCOM\EDELIVERY\LOGS.

- 1) Press the **Windows** key and the **R** key to open the Windows Run dialog box and as shown below, type **%appdata%\MASTERCOM\EDELIVERY\LOGS** in the **Open:** field and click the **OK** button, as shown below.



- 2) As shown below, right-click and pick **Send to** and then **Mail Recipient** and e-mail MASTERCOM (support@mastercom.com) the latest **20YYLogDDD.RUN** and **20YYLogDDD.SNT** logs, where **YY** is the year and **DDD** is the current day of the year – 365 days in a year.



Name	Date modified	Type	Size
2018log082	3/23/2018 10:35 PM	RUN File	693 KB
2018log082	3/23/2018 10:35 PM	SNT File	1 KB
2018log082.sys	3/23/2018 10:19 PM	System file	0 KB