

HOW TO CAPTURE A CRASH “LOG” FILE USING TAGPIRNT PRO

If you are having an issue with Tagprint Pro in which the software stops working, but does not allow a crash report to be sent, or in instances where the PC does not have an internet connection, the “log file” can be found at this location.

The log file default location is $\${TMP}\backslash$ TagPrint.log where $\${TMP}$ is an environment variable in the user’s profile.

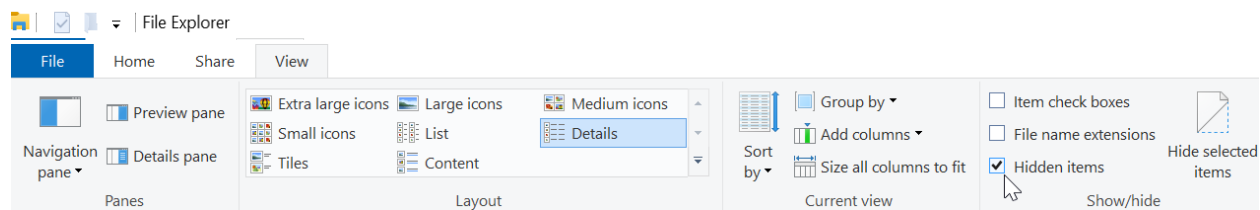
The full path should be

C:\Users\\AppData\Local\Temp\TagPrint.log

swtag	11/24/2020 8:16 AM	Text Document	238 KB
TagPrint	11/21/2020 5:07 PM	Text Document	5 KB
tmp3B14.tmp	11/23/2020 9:33 AM	TMP File	4 KB
ToasttmpD	7/6/2020 12:21 PM	PNG File	1 KB

NOTE: You have to show hidden files and folders if you are trying to navigate with File Explorer.

In **Windows** Explorer, choose Organize > **Folder** and Search Options. Click the View tab in the **Folder** Options dialog box. In Advanced Settings, select **Show Hidden Files and Folders**. Go to File Explorer, click on the VIEW ribbon and then check the box for HIDDEN ITEMS.



Copy the TagPrint.log file and email to:

IDSOLUTIONS@HTAMERICAS.COM

