

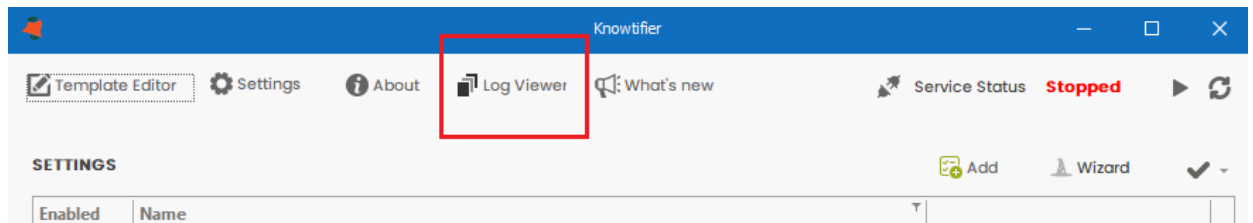
General Knowledgebase Articles

Where do I find the Knowtifier logs?

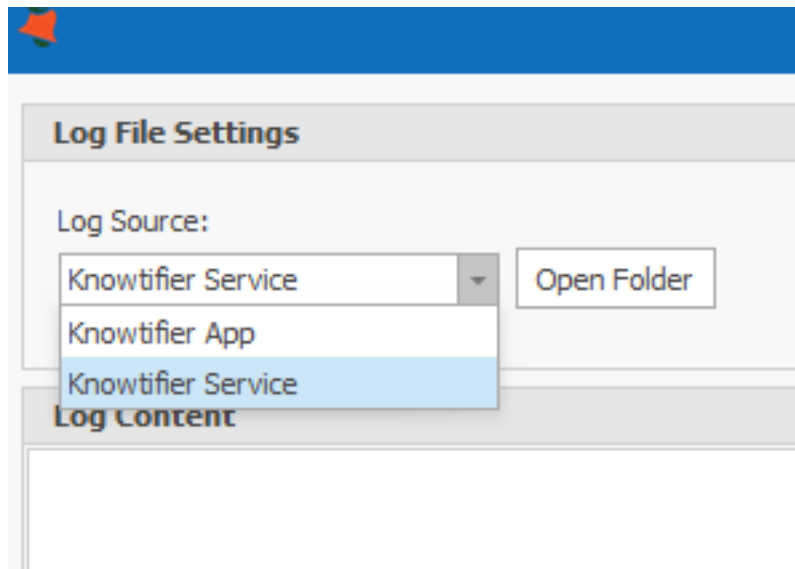
The Knowtifier App, and Knowtifier Windows service log files are stored separately.

Access the log files from the Knowtifier app

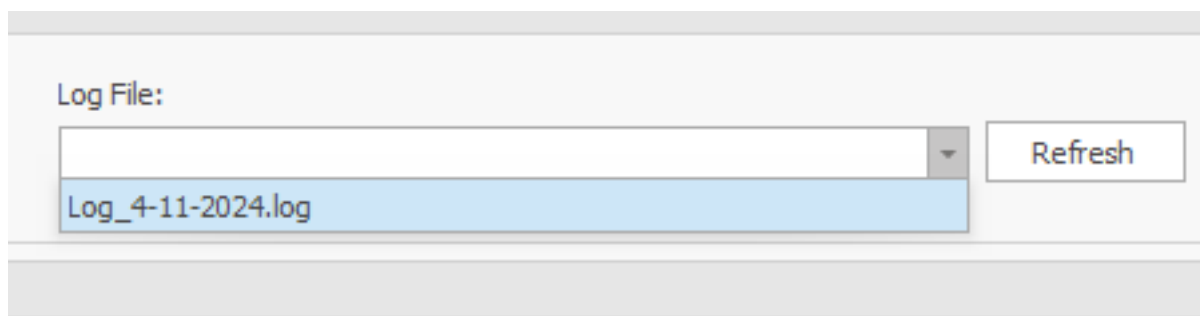
- Log in to the Knowtifier app.
- Press the **Log Viewer** button on the main screen.



- From the **Log Source** dropdown, select either the Knowtifier App or the Knowtifier Service options depending on which log files you wish to view.



- Either press the **Open Folder** button to open the log files folder to access the log files directly, or select a specific log file from the **Log File** dropdown to read its content.



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The following table shows the log folders if you wish to access the log files directly.

Log Source	Folder Location
Knowtifier App	C:\ProgramData\Keystroke\Knowtifier\Logs\K
Knowtifier Service	C:\ProgramData\Keystroke\Knowtifier\Logs\Kn

Note: If you are using a custom user account to run the Knowtifier service, please ensure it is either a Windows Administrator, or provide that user with read/write access to the folders above.

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