

Accounts Hosted Email Log FAQs


1. How is the email log file named?

➡ It's called QBMailClient_DATEESTAMP

2. Where is the log file saved?

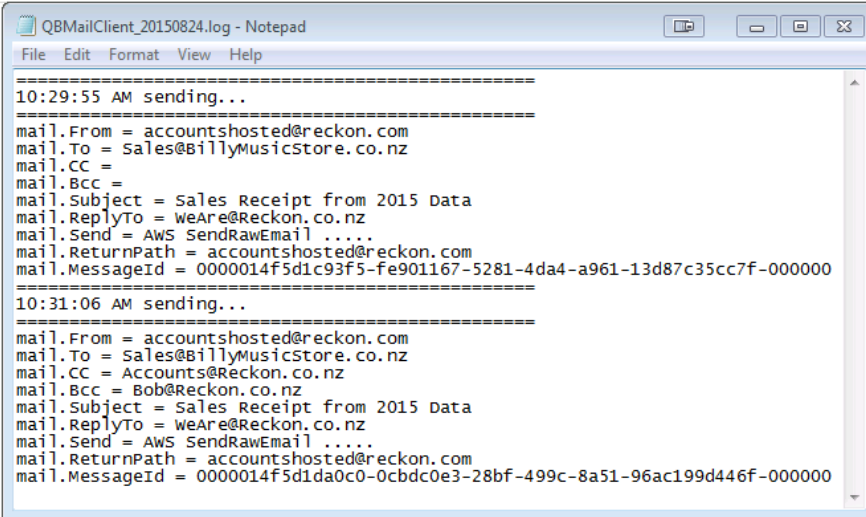
➡ It's in the user's Q Drive → log file folder

3. How do you view this file?

➡ Click on the Download icon  → browse to Q → Log folder → Select the file → either "Open" or "Save" the file and open using Notepad

4. What's in the file?

➡ Look at the bottom line where it gives you the Message ID. You will need this ID to track any missing email. You will also need the recipient's email address and the time they sent and take these details to Reckon Accounts Hosted Tech Support team.



```
QBMailClient_20150824.log - Notepad
File Edit Format View Help
=====
10:29:55 AM sending...
=====
mail.From = accountshosted@reckon.com
mail.To = Sales@BillyMusicStore.co.nz
mail.CC =
mail.Bcc =
mail.Subject = Sales Receipt from 2015 Data
mail.ReplyTo = weAre@Reckon.co.nz
mail.Send = AWS SendRawEmail .....
mail.ReturnPath = accountshosted@reckon.com
mail.MessageId = 0000014f5d1c93f5-fe901167-5281-4da4-a961-13d87c35cc7f-000000
=====
10:31:06 AM sending...
=====
mail.From = accountshosted@reckon.com
mail.To = Sales@BillyMusicStore.co.nz
mail.CC = Accounts@Reckon.co.nz
mail.Bcc = Bob@Reckon.co.nz
mail.Subject = Sales Receipt from 2015 Data
mail.ReplyTo = weAre@Reckon.co.nz
mail.Send = AWS SendRawEmail .....
mail.ReturnPath = accountshosted@reckon.com
mail.MessageId = 0000014f5d1da0c0-0cbdc0e3-28bf-499c-8a51-96ac199d446f-000000
```

5. How many log files will be there at a time?

There will only be **5 email log files** at a time. The email logs are **date-driven**. If the log is older than **6 days**, it will be **removed** from the folder. For example,

➡ Scenario 1: If you send email daily from Monday to Friday then email on Sunday, the Monday log will be removed.

➡ Scenario 2: If you send email daily from Monday to Friday then email on following Monday, the logs from last week's Monday & Tuesday will be removed.

6. How are log files created?

➡ Email log will be created daily when an email is sent. If you don't send any email today, there won't be any log file

7. Will it delete the log file once I log off?

➡ No. it will keep on adding info to the same log file as you have email throughout the day. Say you send 50 emails during morning > log out during lunch > come back and email another 50 – it will add 100 lines in your log file for the day. Following day, if you email then it will create a new log file.