

Getting a uAchieve degree audit debug log

Steps to get a uAchieve degree audit debug log:

Login to the Transferology Lab:

- For TEST, go to <http://test.transferologylab.com/lab>
- For PROD, go to <https://www.transferologylab.com>

Choose **Advising & Recruiting**

Choose **Programs**

Click **Run Program** for a desired program.

Respond to the modal prompts for the desired debug situation, e.g. coursework from a course bundle, student's coursework, reference articulation audit or answers to program questions.

Check the **Create debug information for this audit?** checkbox on the last modal.

Click the link in the green **Success** pop up window. If the pop up window disappears or doesn't display click the **My Programs** tab, then click the page's **Refresh** button.

Click the **Show JobIDs** checkbox.

Note/copy the Job Id, request your IT person get the uAchieve server's degree audit debug log for that jobid. The uAchieve server's degree audit debug log is normally found in the uAchieve server's log directory with a filename similar to: *20191001185802.log*

Attach that debug log to the relevant OWL or SRV support issue.