AlphaCard ID Builder *for Mac*

TECHNOTE
(3/2017)

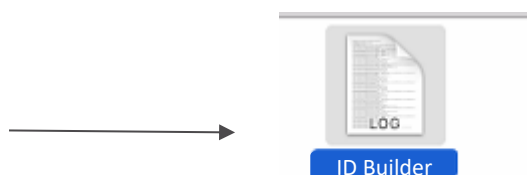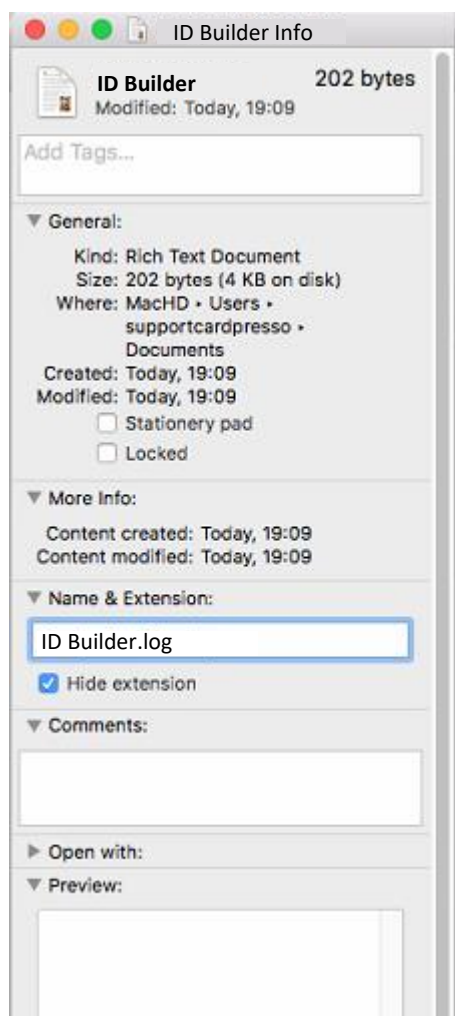**DATE:** April, 2017
AUTHOR: ID Builder TECHNICAL SUPPORT
PRODUCT/AREA: UI

How to create a log file

To create an application .log file, please do the following:

With ID Builder closed, use TextEdit (for example), create a new .rtf file and save it under Documents. Right click the file and use Get Info to change its name and file extension to ID Builder.log.

▶ **EMAIL:**
support@alphacard.com

▶ **PHONE:**
(866) 945-6810

▶ **SUPPORT:**
AlphaCard.com/IDbuilder/support

TECHNOTE | PG. 1 / 2

Execute the operations that you intend to capture into the log and email us the file for analysis. If the .log file is empty, please confirm that the file was created in the correct location and that the file name matches the one in the example above.

Please do not create and leave a .log file on your documents all the time otherwise ID Builder's performance may be affected; create it just for a specific occurrence and delete it after emailing it to us.