Recast

Diagnostic Reports

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The Diagnostic Report feature provides a comprehensive overview of system-generated reports used for troubleshooting and issue resolution within Application Workspace. Each report includes key details about the issue, relevant log files, and user-submitted descriptions to assist in diagnosing technical problems efficiently.

Diagnostic reports list

This list displays all diagnostic reports currently available in the Application Workspace System.

Selecting multiple table rows

- Adjacent rows: Click on the first row, hold down the Shift key, click on the last row in the range
- Non-adjacent rows: Hold the Ctrl or Cmd key and click on each row you want to select
- Adjacent rows, using only the mouse: Click and hold the left mouse button on the first row, then drag the cursor up or down across the rows to highlight the desired ones

Table toolbar

To view the details of a diagnostic report, double-click its entry or select the diagnostic report and click on the **View** button from the table toolbar.

Views gives you control on how the table is displayed. The default view contains all your diagnostic reports in alphabetic ascending order, and the following columns: **Uploaded at**, **Created at**, **Subject**, **Description**, **Device** and **Identity**. You can create your own personalized view of the table, by filtering the diagnostic reports or adding/deleting columns and click **Save as** in the drop-down menu of **Views**.

Detailed view of a diagnostic report

See below the description of each screen in the detailed view of a diagnostic report, and what actions you can perform in each of them.

Overview screen

A diagnostic report contains the following details:

Uploaded at – The date and time the content was updated to the Application Workspace Server
Device – The device to which the user was logged in when the diagnostic report was generated.
Agent configuration file – Click the link to download the Agent.json file.
UserHost log file – Click the link to download the UserHost process log.
Description – The description of the issue written by the user.
Created at – The date and time when the diagnostic report was generated by the user.
User – Click the link to open the user profile inside Application Workspace.
Agent log file – Click the link to download the Agent.log file.
Subject – The title of the diagnostic report written by the user.

Receiving the diagnostic report over email

You can receive an email containing the diagnostic report once the user generates it.
The email to which the diagnostic report is sent can be configured in **Manage** > **Portal** > **Portal Settings** > **Report problem**.

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The email contains a link to download a zip file containing the issue description and all the log files.

Further reading

For Powershell cmdlets, see Diagnostic Report. Here you can view the list of all diagnostic reports generated by users.



Option availability in User Portal
The option is enabled in the User Portal only if the Agent is running on the local device.