

## About the Logs Page

<https://campus.barracuda.com/doc/98227565/>

To access the Logs page, see [Accessing ConnectWise Manage Integrations](#).

The Logs page allows you to:

- view new logs
- filter logs

### View New Logs

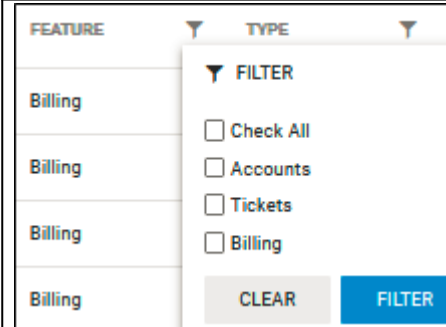
The Logs page notifies you of updates that have taken place over the last 24 hour and provides links to those updates, as shown below.

|                                  |                |                 |                                   |
|----------------------------------|----------------|-----------------|-----------------------------------|
| 19 New Logs in the last 24 Hours |                |                 |                                   |
| ACCOUNTS: 3 NEW                  | TICKETS: 3 NEW | BILLING: 13 NEW | <a href="#">CLEAR ALL FILTERS</a> |

### Filter Logs

You can filter logs by feature, type, description, as well as date and time.

The filters are shown in the table below.

| Filter  | Description  |
|---------|--|
| Feature |  <p>The screenshot shows a filter dropdown menu with two columns: FEATURE and TYPE. Under FEATURE, there are four items, all labeled 'Billing'. A 'FILTER' button is visible at the bottom right of the dropdown. The dropdown also includes a 'CHECK ALL' checkbox and a 'CLEAR' button.</p> |

Type

TYPE ↓

Information

Information

Information

Information

Information

CLEAR

FILTER

FILTER

☐ Check All

☐ Information

☐ Warning

☐ Error

Description

FILTER

Contains

CLEAR

FILTER

Date and Time

DATE AND TIME ↑

FILTER

Is equal to

month/day/year

CLEAR

FILTER

An example of the Logs page is shown below.

Manage Integrations

Back to Products & Services

Accounts & PSA

ConnectWise Manager

| ACCOUNTS                         |       |   |                         |  | BILLING         |       |   |                         |  | LOGS           |       |   |                         |  | DETAILS         |       |   |                         |  | TICKETS           |             |   |                         |  |
|----------------------------------|-------|---|-------------------------|--|-----------------|-------|---|-------------------------|--|----------------|-------|---|-------------------------|--|-----------------|-------|---|-------------------------|--|-------------------|-------------|---|-------------------------|--|
| 19 New Logs in the last 24 Hours |       |   |                         |  | ACCOUNTS: 1 NEW |       |   |                         |  | TICKETS: 1 NEW |       |   |                         |  | BILLING: 11 NEW |       |   |                         |  | CLEAR ALL FILTERS |             |   |                         |  |
| CLIENT                           | TYPE  | DESCRIPTION   | DATE AND TIME           |  | CLIENT          | TYPE  | DESCRIPTION   | DATE AND TIME           |  | CLIENT         | TYPE  | DESCRIPTION   | DATE AND TIME           |  | CLIENT          | TYPE  | DESCRIPTION   | DATE AND TIME           |  | CLIENT            | TYPE        | DESCRIPTION   | DATE AND TIME           |  |
| Tickets                          | Error | janet_jack is not currently associated with a company in ConnectWise and tickets cannot be sent.      | 01/11/2023, 08:01:10 AM |  | Tickets         | Error | april_jack is not currently associated with a company in ConnectWise and tickets cannot be sent.      | 01/11/2023, 08:01:08 AM |  | Tickets        | Error | ['user': 'ConnectWiseGeneralError', 'message': 'Error with request to ConnectWise for integ...        | 01/11/2023, 08:17:07 AM |  | Tickets         | Error | ['user': 'ConnectWiseGeneralError', 'message': 'It network-related or instance-specific error...      | 01/11/2023, 08:17:07 AM |  | Tickets           | Information | No Recent Backups found successfully sent for Admistrat...  | 01/11/2023, 08:01:10 AM |  |
| Billing                          | Error | arnold@ed7bills is not currently associated with a company in ConnectWise and billing information...  | 01/11/2023, 08:09:08 AM |  | Billing         | Error | lance@ed2b7bills is not currently associated with a company in ConnectWise and billing information... | 01/11/2023, 08:09:08 AM |  | Billing        | Error | lance@ed2b7bills is not currently associated with a company in ConnectWise and billing information... | 01/11/2023, 08:09:07 AM |  | Billing         | Error | lance@ed2b7bills is not currently associated with a company in ConnectWise and billing information... | 01/11/2023, 08:09:07 AM |  | Billing           | Error       | lance@ed2b7bills is not currently associated with a company in ConnectWise and billing information... | 01/11/2023, 08:09:07 AM |  |
| Billing                          | Error | lance@ed2b7bills is not currently associated with a company in ConnectWise and billing information... | 01/11/2023, 08:09:07 AM |  | Billing         | Error | lance@ed2b7bills is not currently associated with a company in ConnectWise and billing information... | 01/11/2023, 08:09:07 AM |  | Billing        | Error | lance@ed2b7bills is not currently associated with a company in ConnectWise and billing information... | 01/11/2023, 08:09:07 AM |  | Billing         | Error | lance@ed2b7bills is not currently associated with a company in ConnectWise and billing information... | 01/11/2023, 08:09:07 AM |  | Billing           | Error       | lance@ed2b7bills is not currently associated with a company in ConnectWise and billing information... | 01/11/2023, 08:09:07 AM |  |
| Billing                          | Error | lance@ed2b7bills is not currently associated with a company in ConnectWise and billing information... | 01/11/2023, 08:09:07 AM |  | Billing         | Error | lance@ed2b7bills is not currently associated with a company in ConnectWise and billing information... | 01/11/2023, 08:09:07 AM |  | Billing        | Error | lance@ed2b7bills is not currently associated with a company in ConnectWise and billing information... | 01/11/2023, 08:09:07 AM |  | Billing         | Error | lance@ed2b7bills is not currently associated with a company in ConnectWise and billing information... | 01/11/2023, 08:09:07 AM |  | Billing           | Error       | lance@ed2b7bills is not currently associated with a company in ConnectWise and billing information... | 01/11/2023, 08:09:07 AM |  |
| Billing                          | Error | lance@ed2b7bills is not currently associated with a company in ConnectWise and billing information... | 01/11/2023, 08:09:07 AM |  | Billing         | Error | lance@ed2b7bills is not currently associated with a company in ConnectWise and billing information... | 01/11/2023, 08:09:07 AM |  | Billing        | Error | lance@ed2b7bills is not currently associated with a company in ConnectWise and billing information... | 01/11/2023, 08:09:07 AM |  | Billing         | Error | lance@ed2b7bills is not currently associated with a company in ConnectWise and billing information... | 01/11/2023, 08:09:07 AM |  | Billing           | Error       | lance@ed2b7bills is not currently associated with a company in ConnectWise and billing information... | 01/11/2023, 08:09:07 AM |  |

## Figures

1. image2023-4-14 13:35:3.png
2. image2023-4-14 13:17:54.png
3. image2023-4-14 13:18:11.png
4. image2023-4-14 13:18:30.png
5. image2023-4-14 13:19:2.png
6. image2023-4-14 13:20:16.png

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