

How to Pull EFT Service Logs

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When needing to pull service logs for EFT issues, below are the steps to follow.

Overview

The steps below will be done on the Server computer

Steps:

1. Login to the server (you may need administrative privileges to do some of these steps).
2. Create the Logger.txt file on the desktop.
 - a. Right-click on the desktop
 - b. Select New
 - c. Select Text File
 - d. Name file Logger.txt
3. Open Task Manager and do the following:
 - a. Stop SedonaEFTService service.
 - b. Open services.
 - c. Double-click SedonaEFTService.
 - d. Open the "Log On" tab, select "This account" and enter the login credentials used above.
 - e. Restart SedonaEFTService.
4. Make sure to restore SedonaEFTService to its original state after you have finished with the Logger.txt file.



NOTE: It is recommended that you delete the Logger.txt file after you have gotten all the information that you need since SedonaOffice will continue to write to it as long as it exists.