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Diagnosing the desktop app

If you are sure that your desktop application is not working properly and have excluded possibilities such as a poor internet connection or lack of the necessary permissions to [track time](#) in the project you want, continue reading this article!

If you know the exact time when the problem occurred, please let us know in your message - it will help catch the error!

Windows

1. Go to File Explorer on your computer
2. Paste the following address into the address bar: `%localappdata%\TimeCamp`
3. Then simply copy the `TimeCamp.g3log.xxxxxxxx-zzzzzz.log` files from this folder and fill in the [Contact Form](#) to send them.

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MacOs

1. Open Finder and click in the menu: Go -> Go to the folder
2. Paste the following address into the address bar: `~/Library/Application Support/TimeCamp`
3. Then simply copy the `TimeCamp.g3log.xxxxxxxx-zzzzzz.log` files from this folder and fill in the [Contact Form](#) to send them.

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Linux

1. In terminal type: `touch ~/.timecamp/debugmode2.txt`

2. Exit the desktop application

3. Open the desktop application again

The desktop application needs to run until the problem occurs. If you rush and collect logs earlier, there is a good chance that we will not get the data needed to fix the problem.

4. Copy the TimeCamp.g3log.xxxxxxxx-zzzzzz.log files from the timecamp folder (it can be located in the hidden files on your computer) and fill in the [Contact Form](#) to send them.

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