

Support Center

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Where can I find the log file of Liquid Notes?

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This article talks about the location of the log file of Liquid Notes on your machine.

Quick answer: The log file can be accessed from directly within the application or by accessing the directory where it is located on your machine.

Locate the log file of Liquid Notes

We have included a log file in Liquid Notes that is used to write status and error messages into. Especially at launch of the application vital information is captured that, in case of error, may allow us to derive from it to understand what may have caused this problem on your machine.

No personal data is being logged, and the log file is not accessible to us from the outside - i.e. it is NOT automatically transmitted to our servers. Instead, you have to locate it and send it to us in case of error.

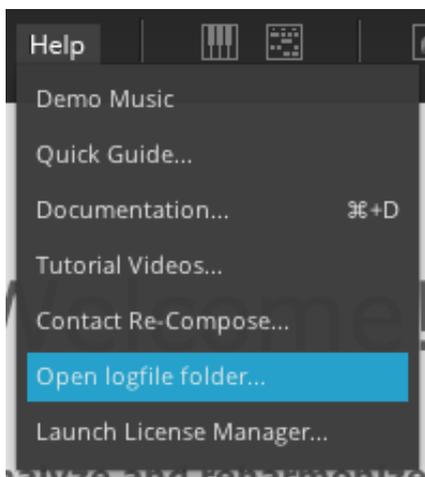
There are two possibilities to retrieve the log file of Liquid Notes: retrieving the file from within the application, or accessing the directory where the file is located.

Retrieving the log file from within the application

For your comfort, we have included an option in Liquid Notes to directly access the log file from within the application.

To do this, follow these steps:

1. In the Liquid Notes menu, select "Help" and from the options chose "Open logfile folder..."



This will open your the file manager on your machine, with the directory holding the log file. There, locate the file named "logFile.txt".

Manual retrieval of the log file in the file manager

In case Liquid Notes doesn't start or the application is stuck, you can also retrieve the log file manually via the file manager.

In Mac OS:

1. Open Finder and select *Go -> Go to Folder...* from the menu bar
2. In the pop-up dialog, enter the string placed in brackets below and press Enter

- Liquid Notes: `"/Users/YOUR_USER/.LiquidNotesAppData"`
- Liquid Notes for Live: `"/Users/YOUR_USER/.LiquidNotesforLiveAppData"`

Replace "YOUR_USER" in the string above with the user name you are logged in to your system!

This will launch Finder and open the directory where the log file is hidden. Locate the file named "logFile.txt".

In Windows:

1. Open the file directory (C:/), and look for a folder "Documents and Settings"

(Note: Since Windows 7 this folder has been removed, so you can directly jump to step #2. That is, go directly to C:\Users and look for the folders mentioned in that step.)

2. Enter this folder, and therein find the following (hidden) directory

- Liquid Notes: `"/Users/YOUR_USER/.LiquidNotesAppData"`
- Liquid Notes for Live: `"/Users/YOUR_USER/.LiquidNotesforLiveAppData"`

Replace "YOUR_USER" in the string above with the user name you are logged in to your system!

(Note: You may have to enable showing hidden files from the folder options in Windows to be able to access this directory. Find instructions [here](#).)

This will open the directory where the log file is hidden. Locate the file named "logFile.txt".

Need Help?

Should you require assistance, get in touch with us at support@re-compose.com!

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