# How To Send Log Files When GTP Has An Error

1. Press the Windows Key and R key on your keyboard at the same time

2. Type **%appdata%**in the box

3. Press OK. This will open a folder that says “Roaming” at the top
4. Open the “GTP” folder
5. There will be a file named “GTP\_Log” and there ***might*** be a file called “GTP\_Debug\_Log”. Please email these files to us
	* Optionally, you can send us the database file which can be helpful for Green’s Publishing to solve problems. **This file contains patient names and demographics**. We will keep your information safe and delete the database file once we are finished with it. You can email the “GTP\_DB” file to us if you wish to do this.
6. If you don’t see the log files in that folder, then:
	* Press the Windows Key and R key on your keyboard at the same time
	* Type **%programdata%** in the box
	* Press OK. This will open a folder that says “ProgramData” at the top
	* Open the “Green’s Test Platform” folder
	* Send us the files as described in step #5 above