

Channel Logs

Overview

The Channel Logs page allows you to view the history of API calls made to the sales channels you have integrated with. You can filter and search for entries using various options, such as narrowing them by day and hour or filtering by their status: waiting, in progress, succeed, warning, failed, and info. Please refer to our dedicated documentation for detailed information on using the filters and search bar.

Accessing Channel Logs

To access the channel logs page, click on the settings icon on the left-hand side of the screen. Then, select the "Channel Logs" option, as shown in the highlighted picture below.



Managing Channel Logs

1. Data will be listed here as the system makes calls periodically or if you trigger API calls to sales channels with your actions. They are listed from the newest to the oldest. The columns are explained below:

- **Date:** Displays the full date and time for the API call.
- **Status:** The status of the call. Here are the definitions of all the available statuses:
 - **Waiting:** The API call has been queued and is waiting to be processed.
 - **In Progress:** The API call is currently being executed.
 - **Succeed:** The API call was completed successfully without any issues.
 - **Warning:** The API call was completed, but there were some warnings or non-critical issues.
 - **Failed:** The API call was not completed due to errors.
 - **Info:** General information related to the API call.
- **Log Type:** Describes the content of the API call.
- **Message:** The message displayed upon completing a call.

2. If you click any of the listed logs, you will be taken to the details of that particular log. Here, you can see the raw JSON response of the call with all the details. If you need to work on it, a copy button is provided to export the JSON response to your preferred text editor easily. On the right side of the details, you can see which user made the call, along with the request's IP address and

user agent.

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Revision #4

Created 19 July 2024 13:32:55 by Despatch Cloud

Updated 19 July 2024 15:08:22 by Despatch Cloud