

Getting the Vision for Chromebooks logs

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Applies to: Vision for Chromebooks all versions **Chrome:**

Teacher:

Go to this URL: <https://vision.netop.com/apps/chrome/teacher/logs>

It will prompt you to save the latest file in your default download location. Student (while logged in as a student having issues):

Go to this URL: <https://vision.netop.com/apps/chrome/student/logs> It will prompt you to save the latest file in your default download location. Locate the latest .json file and send it in. **Windows:**

Windows Teacher app via Microsoft Store:

%localappdata%\Packages\NetopSolutions.VisionTeacherforChromebooks_m7p600ccwap2t\LocalCache\Roaming\NetopSolutions.VisionTeacherforChromebooks\logs Windows Teacher app (Other Windows versions and formats):

You can retrieve the logs from %APPDATA%\Vision Teacher for Chromebooks\logs\. Find the latest .json file in that folder and send it in. **Mac:**

MacOS Teacher app:

You can retrieve the logs from (your user)/Library/Containers/com.netop.visionteacher/Data/Library/Application Support/Logs/

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