

Action Log Viewer

Action log viewer enables you to view and keep track of actions carried out in your organization for auditing and administration purposes. You can generate the logs for a specified time and range by applying filter parameters such as module, technician, and level.

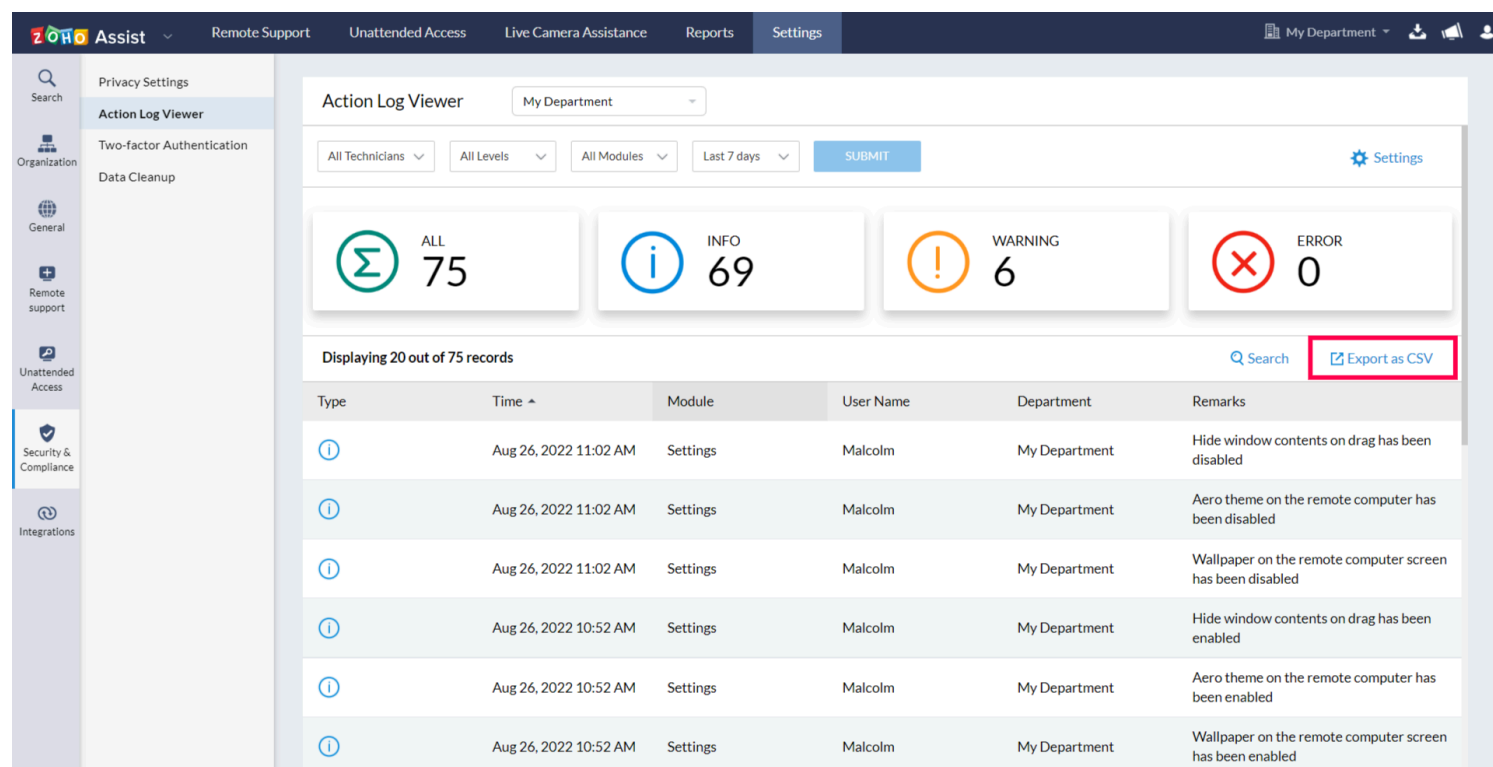
Feature highlights

- View error, warning, and informational messages.
- Filter logs depending on the module, time, technician, and level.
- Export the logs in CSV format.

How to generate and export logs using Action log viewer?

Steps :

1. Go to **Settings**.
2. Choose **Action Log Viewer** under **Security & Compliance**.
3. Apply the necessary filters and click on **SUBMIT**.
4. You can download the generated logs for future reference by clicking on **Export as CSV**.

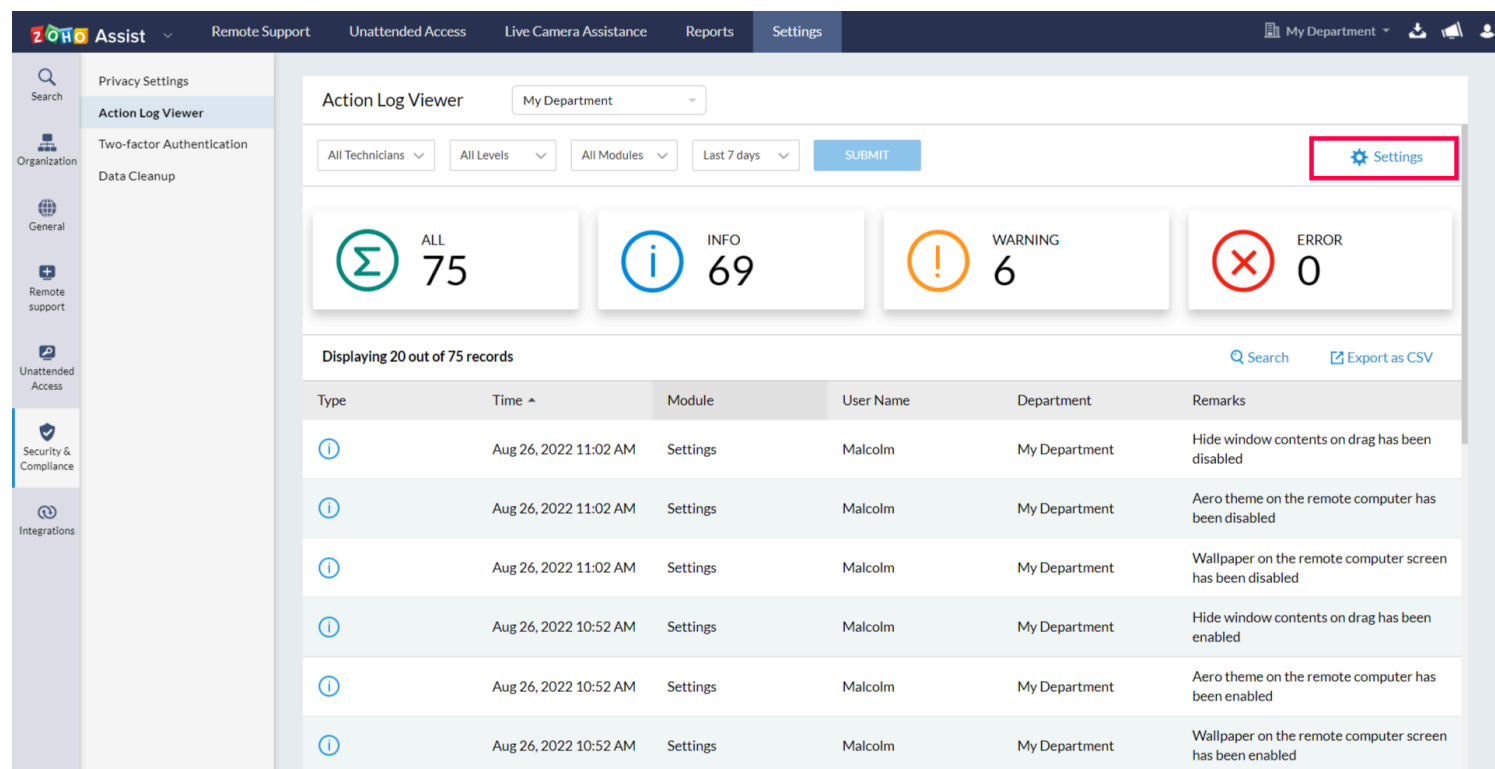


The screenshot shows the Zoho Assist interface with the 'Settings' tab selected. Under 'Security & Compliance', the 'Action Log Viewer' option is highlighted. The interface displays a summary of log counts: ALL (75), INFO (69), WARNING (6), and ERROR (0). Below this, a table shows the first 20 records out of 75. The table has columns for Type, Time, Module, User Name, Department, and Remarks. The 'Export as CSV' button is highlighted in a red box.

Type	Time	Module	User Name	Department	Remarks
ⓘ	Aug 26, 2022 11:02 AM	Settings	Malcolm	My Department	Hide window contents on drag has been disabled
ⓘ	Aug 26, 2022 11:02 AM	Settings	Malcolm	My Department	Aero theme on the remote computer has been disabled
ⓘ	Aug 26, 2022 11:02 AM	Settings	Malcolm	My Department	Wallpaper on the remote computer screen has been disabled
ⓘ	Aug 26, 2022 10:52 AM	Settings	Malcolm	My Department	Hide window contents on drag has been enabled
ⓘ	Aug 26, 2022 10:52 AM	Settings	Malcolm	My Department	Aero theme on the remote computer has been enabled
ⓘ	Aug 26, 2022 10:52 AM	Settings	Malcolm	My Department	Wallpaper on the remote computer screen has been enabled

How to setup the number of days up to which action logs should be displayed?

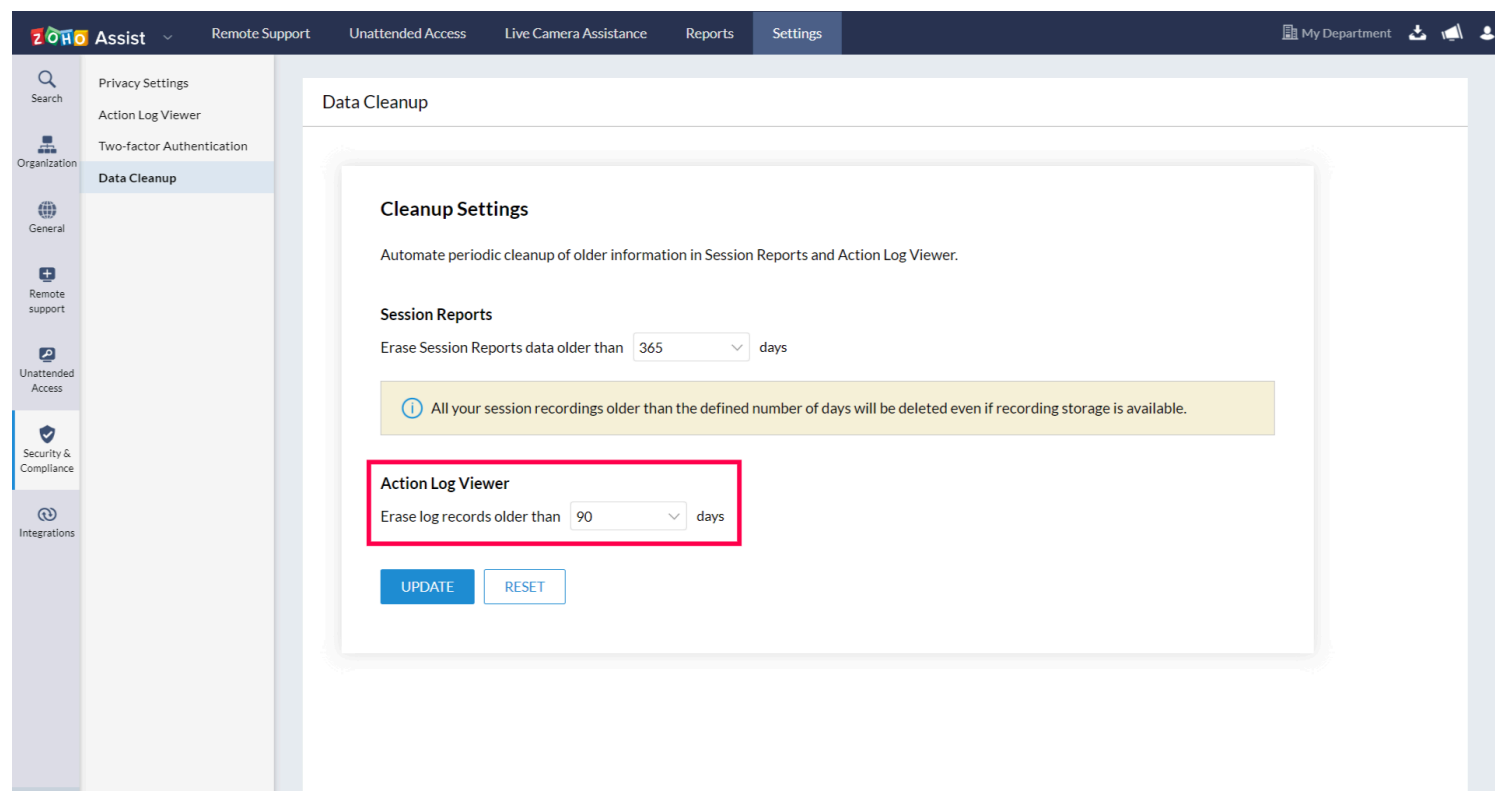
1. Go to Action Log Viewer under **Security & Compliance** and click on **Settings** given at the top right corner of the page.



The screenshot shows the Zoho Assist interface with the 'Settings' tab selected. The 'Action Log Viewer' section is active, displaying a summary of logs: ALL 75, INFO 69, WARNING 6, and ERROR 0. A table below shows the first six records, all of which are 'Settings' actions performed by 'Malcolm' in 'My Department' on August 26, 2022. The 'Settings' button in the top right corner of the 'Action Log Viewer' section is highlighted with a red box.

Type	Time	Module	User Name	Department	Remarks
INFO	Aug 26, 2022 11:02 AM	Settings	Malcolm	My Department	Hide window contents on drag has been disabled
INFO	Aug 26, 2022 11:02 AM	Settings	Malcolm	My Department	Aero theme on the remote computer has been disabled
INFO	Aug 26, 2022 11:02 AM	Settings	Malcolm	My Department	Wallpaper on the remote computer screen has been disabled
INFO	Aug 26, 2022 10:52 AM	Settings	Malcolm	My Department	Hide window contents on drag has been enabled
INFO	Aug 26, 2022 10:52 AM	Settings	Malcolm	My Department	Aero theme on the remote computer has been enabled
INFO	Aug 26, 2022 10:52 AM	Settings	Malcolm	My Department	Wallpaper on the remote computer screen has been enabled

2. Enter the number of days up to which you want the logs to be displayed and then click **Apply**.



The screenshot shows the Zoho Assist interface with the 'Settings' tab selected. The 'Data Cleanup' section is active, displaying 'Cleanup Settings'. Under 'Session Reports', the 'Erase Session Reports data older than' is set to 365 days. A yellow warning box states: 'All your session recordings older than the defined number of days will be deleted even if recording storage is available.' The 'Action Log Viewer' section is highlighted with a red box, showing 'Erase log records older than' set to 90 days. The 'UPDATE' button is visible.

Section	Setting	Value
Session Reports	Erase Session Reports data older than	365 days
Action Log Viewer	Erase log records older than	90 days

**Note:**

By default, the log records would be saved up to 90 days.