

# Overview of Record Logs

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This guide provides an overview of and information about working with record logs. It is intended for advanced users.

aACE record logs automatically track important updates to your records. This includes edits to quantities on orders, updates to scheduling in the calendar, user comments, automatic status changes from interconnected records, and more.

All personnel with access to the record can review what has been noted in the Log Viewer. aACE's thorough tracking enhances visibility on business operations, making it simple to answer questions about who did what and when. For an example of how this functionality can help your team, read our [feature highlight](https://www.aacesoft.com/resources/always-know-who-did-what-and-when-with-aaces-advanced-logging-features) (<https://www.aacesoft.com/resources/always-know-who-did-what-and-when-with-aaces-advanced-logging-features>).

To view the logs for most records, navigate to the detail view of the desired record, then click Actions > View Logs. You can find additional info in the [system logs](https://aace6.knowledgeowl.com/help/overview-of-system-logs) (<https://aace6.knowledgeowl.com/help/overview-of-system-logs>).

## Overview of the Log Viewer

The Log Viewer is organized to highlight key information.

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### 1. Log Entry

The log entry text box lets you manually enter content for a new log entry.

### 2. Log Entry Types


aACE supports multiple log entry types. After entering data in the Log Entry field, click one of these buttons to submit a new log entry with a category title and timestamp:

- **Support** – Submits a request for aACE support
- **Activity** – Adds an item to the log, flagged as an Activity
- **Comment** – Adds a manual note to the log

### 3. Log

Log history is shown in this section. The items tracked here summarize what was changed, who made the change, and when.

### 4. Log Update Controls

If you have the correct [User Group privileges](https://aace6.knowledgeowl.com/help/controlling-access-to-aace-modules-with-user-groups) (<https://aace6.knowledgeowl.com/help/controlling-access-to-aace-modules-with-user-groups>), you can edit an log by clicking the Pencil icon (  ). You can modify information such as the text, date/time stamp, or the Activity flag for manually entered comments.

Click the Refresh icon (  ) to update the log with any new comments made by other users.

### 5. Footer

The footer displays information about the record that cannot be edited. For example, the Record ID is aACE's internal tracking number for a record. It helps preserve continuity throughout the system, even when names or record codes change.

To close the Log Viewer, click Done.

## Archived Logs

If logs in your system have been archived, the Log Viewer still provides access for team members with the appropriate privileges. If a given record has archived logs associated with it, a button to View Archive will display and allow team members to review the archived information.

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