Reading the Connector Log

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In this Article
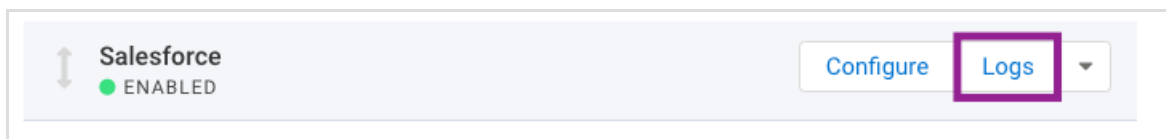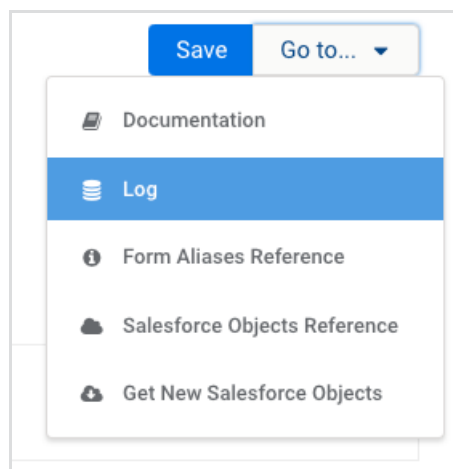
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The Connector Log

A connector's activity log is handy for troubleshooting configuration problems with your connector.

To access the log, go to the **Connectors** page for the desired form and click on the **Logs** button.

If you are already working inside of the connector, you can use the '**Go to...**" drop-down menu and select **Log**.

If you are receiving connector errors on your responses, the data is still safe in FormAssembly. Do not turn the connector off. If you are concerned about the respondents seeing errors from the other service, place the connector in **Post-Submission** mode.

View a Connector Log

To open a connector log, click on the connector log link from the Connectors tab or from within any connector configuration page.

Entries are color-coded:

Yellow - Information

Red - Error

Green - Success

ⓘ	09/28/2021 12:11:29 PM	INFO: Connector run mode set to enabled.
⚠	09/28/2021 12:09:49 PM	1. Create Contact - Required fields are missing: [LastName]
✓	09/28/2021 12:09:49 PM	1. Lookup for Contact record found 0 record(s)

Filter Log Entries

Using the search bar at the top, you can find specific events.

Choose to filter by a time period plus one of these additional options:

Response ID	Enter a response ID to find all entries related to the response.
Status	Choose to see only successful, errored, or informative entries.
Description	Search for a specific word or phrase, like `create contact` or `updated credentials`.

Reading the Connector Log

Each entry in the connector log will be preceded by a number that corresponds to the connector's step in your configuration. The entries will also include a time and date stamp which is controlled by your locale settings on your **General Settings** page.

The most recent entries appear at the top of the log.

Note: The event log is limited to 200 rows. Any additional responses/events surpassing this limit will be truncated.

Workflow Connector Logs

Similar to forms, logs are available for connectors within workflows. For more information, please see our article on workflow responses.

Video Tutorial

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