

Diagnostic Logs

Formlabs printers maintain diagnostic logs to provide detailed information about the printer. Include these diagnostic logs with other relevant observations and details when contacting [Formlabs Support](#) or your authorized reseller to speed up resolution.

For printers connected to the internet over an active Wi-Fi or Ethernet connection:

1. Tap the **wrench icon** on the bottom left of the printer's **Home** screen. The **Settings** screen appears.
2. Tap **System**. The **System** screen appears.
3. Tap **Upload Diagnostic Info**. A confirmation message to upload diagnostic information appears.
4. Tap **Next** to start the upload. A confirmation message appears when the upload is complete.
5. If the printer displays an error message indicating that it cannot upload the logs, there may not be enough storage space on the printer for the upload. Delete print jobs from the **Queue** to clear enough storage space to upload the diagnostic logs.
6. Restart the printer and try again.

For Printers Not Connected to the Internet:

1. Open PreForm.
2. Click **File > Printers** in the menu bar. The **Printer List** window appears.
3. Select the printer's serial name. The **Printer Details** window for the selected printer appears.
4. Click **Download Logs**. A confirmation window appears.
5. Click **Browse** to download the diagnostic logs to a preferred location on your computer.
6. Click **OK**. The diagnostic logs save and appear in the encrypted FORMLOGS format.
7. Attach the file when contacting [Formlabs Support](#) or your authorized reseller.
8. If PreForm displays the message **ERROR_BAD_STATE**, there may not be enough storage space on the printer for the upload. Delete print jobs from the **Queue** to clear enough storage space to upload the logs.
9. Restart the printer and try again.