



How to locate the AfterShot 3 / AfterShot Pro 3 log in Windows

- AfterShot Pro
- AfterShot

Each time AfterShot 3 or AfterShot Pro 3 is run, it creates a log file. The data in the log file can be useful to see what was happening in AfterShot immediately before a problem such as a crash or other unexpected behavior.

Here's how to locate it:

1. Close AfterShot / AfterShot Pro 3
2. Hold down the Windows + R keys
3. Type "%LocalAppData%" in the Run box and click the OK button
4. Open the Corel folder
5. Open the AfterShot Pro or AfterShot folder
6. In the AfterShot / AfterShot Pro folder, you'll see a file called AfterShotPro.log. On some systems it simply shows as AfterShotPro

If a technician has directed you to this article, please email the log file to the technician.

Reading the Log:

If you are self-troubleshooting, examine the log near the end for errors or warnings. Pay attention to any images which could not be loaded as they may be causing the issue.

An error opening the catalog would mean that the mentioned catalog folder should be renamed so that AfterShot can create a new one.

The "Unlocking Catalog", "Early Cleanup", "delete globals", "delete mid globals", and "delete done globals" lines at the end are normal unless they contain an error.
