Ways for obtaining an XML file

In some cases the technical support needs to look at an XML file of a message, with which a client got a problem. The XML file can be obtained by copying XML text in the message preview form into a text file (Figs. 1 and 2).

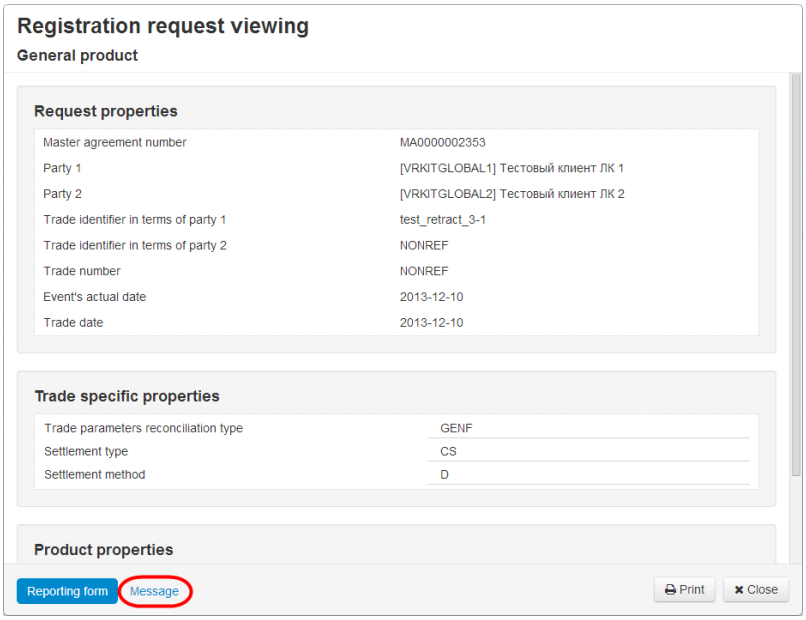




Fig. 1 – Message preview form

Fig. 2 – XML message

In the Registry form the xml file can be downloaded automatically by clicking  on the toolbar, which opens by hovering the mouse over the row in the table.

A ready xml file can be downloaded on the stage of document preparation in the create/edit message form. To do this:

1. click **Validate** (Fig. 3);

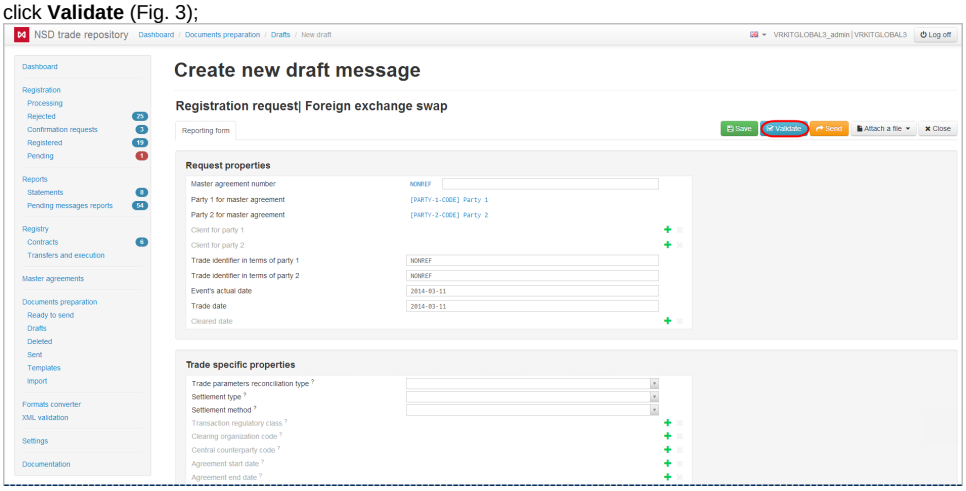


Fig. 3 – Validation

2. go to the **Message** section (Fig. 4.1) and click **Save file** (Fig. 4.2). As a result the xml message will be downloaded to your computer.

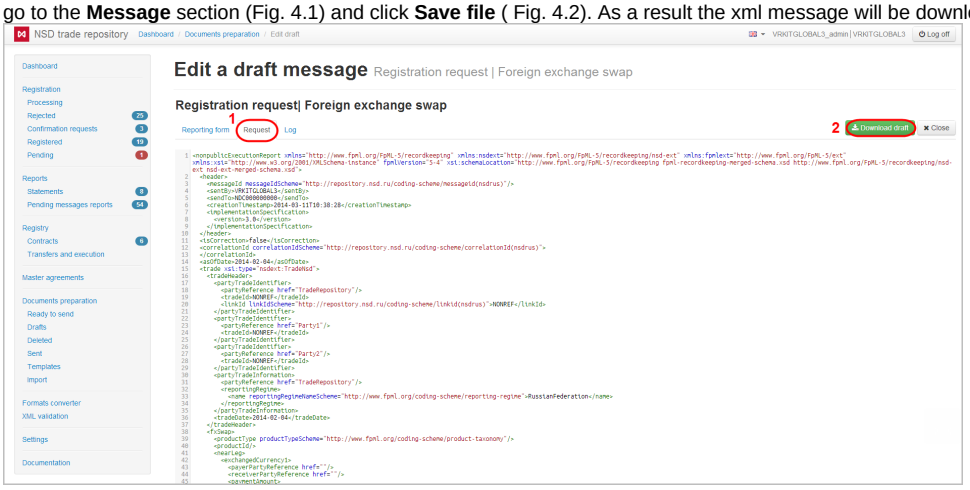


Fig. 4 – **Message** section

The xml file should be sent to technical support at support@itglobal.ru for further analysis. When contacting support by email, please provide your phone number.

> If the screenshots display sensitive data (e.g., invoices), this type of information needs to be hidden.