Configure Diagnostic Logging Safely

How to Configure Diagnostic Logging Safely in Muhasib ERP

Overview

This guide will help you enable only the diagnostic detail needed for a controlled investigation, then return logging to its normal level.

The logging framework can emit more detail, increasing storage, privacy exposure, and performance cost.

Who can do this

You need access to Instance Settings and authorization to collect diagnostic or tax-integration data.

Before you start

Identify the issue, reproduction window, approved log destination, retention period, and fields that must be redacted.

> Before saving, check that the correct company is open and that you have permission to complete this task.

Where to find it

Back Office → Settings → Instance Settings → Log Settings.

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Step 1: Record current logging options

Step 2: Select only required levels: Error, Warn, Info, or Debug; use

Select only required levels: Error, Warn, Info, or Debug; use All only for a short approved capture.

Step 3: Enable debugging only when requested by authorized support

Step 4: Enable Tax Logs only in a sandbox or under approved

Enable Tax Logs only in a sandbox or under approved sensitive-data handling.

Step 5: Save and restart if required

Step 6: Reproduce the issue once

Step 7: Collect and sanitize the relevant time window

Step 8: Restore normal logging and remove temporary sensitive copies according to

Restore normal logging and remove temporary sensitive copies according to policy.

Check your work

Confirm the required event appears without credentials, tokens, personal data, or unnecessary transaction content.

> Take a moment to check your work before closing the window. This small check can save time later.

If something goes wrong

- Never publish raw logs.
- Do not leave Debug/All/Tax logging enabled indefinitely.

Related guides

- Request Muhasib Support
- Configure Tax Integrations
- Resolve a Muhasib Startup Interruption

What to do next

> **Request Muhasib Support**.

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