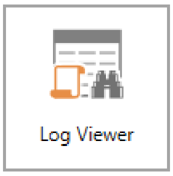
Log Viewer

Last Modified on 02/06/2026 10:54 am AEST

	The instructions in this article relate to ***Log Viewer.*** The icon may be located on your *StrataMax Desktop* or found using the *StrataMax Search*.

Generally used by StrataMax Support to troubleshoot issues, however it can be a useful tool for determining when or who has completed certain processes in StrataMax. The ***Log Viewer*** in StrataMax has been designed to give users the freedom to apply more refined selections making searches quicker and results easier to review.

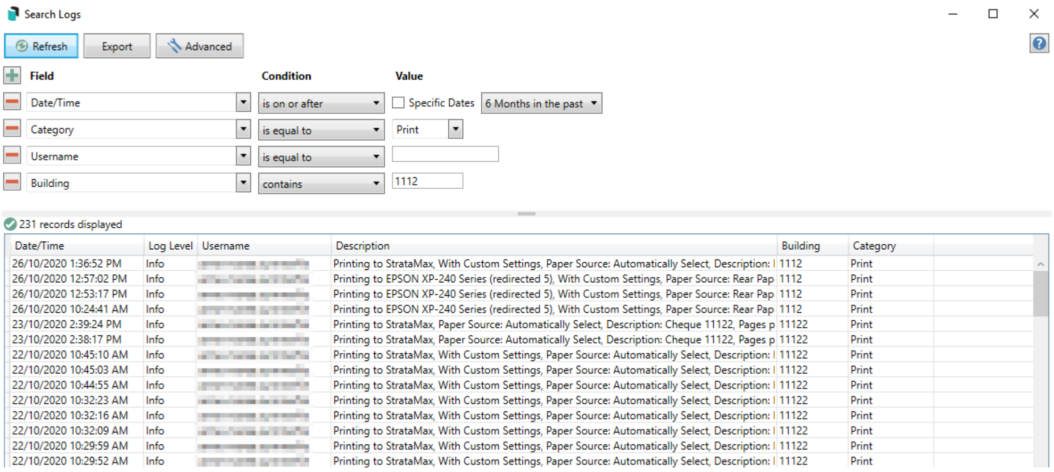
Using Log Viewer

Use the first section of this article to learn how to configure a search, add filters, adjust columns, change sort order and export results. Once you understand how to search, use the reference sections further down the page to help interpret common categories and descriptions.

Review Tips

- Start with a broad search, then narrow by Username, Date / Time and Category.
- If the Building field is blank, try clearing the Building filter and search by Category or Description instead.
- For configuration and template changes, include both `Configuration` and `Configuratio` where available.
- For roll or contact field-level detail, use View History in Contact Card.
- For search exports, review the Description to confirm the screen, filters, saved search, sort order and columns.
- For technical errors, use the Error log level and include a broader Date / Time range around the process being reviewed.

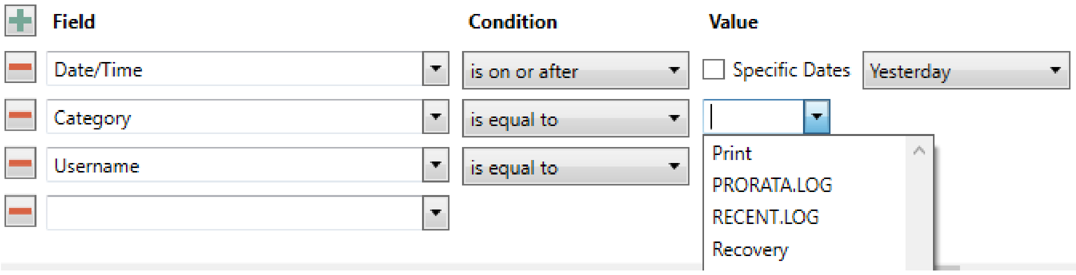
Log Viewer Video



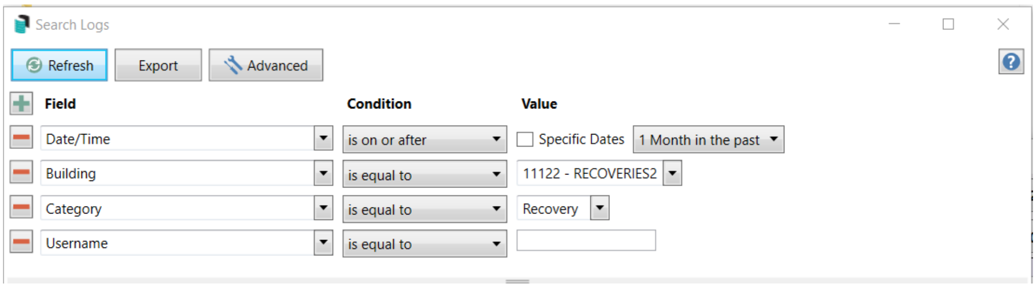
Search fields can be filtered by *Building*, *Category*, *Date / Time*, *Description*, *ID*, *Log Level* and *Username*. The term 'Table' has been replaced by the term 'Category' and can also be filtered. Some of the common categories used for searching includes:

- Crdent (Creditor invoices entered and edited).
- Invent (Invoices entered and edited).
- Genent (Journals entered and edited).
- Rolled (Roll Changes - however to view specific Contact Card fields that were changed select View History in Contact Card).
- TaskMax (Finalised & Cancelled Work Orders).
- BankAccSetup (Bank Account Setup changes).
- Compliance (Changes to Compliance configuration and any overrides).
- Configuration (Changes to various Configuration settings).
- DocMax (Deleting of documents & Prefill confirmation).
- Invdupoverri (Invoice duplicate test override).
- InvoiceHold (Creditor Invoice on hold / Ok to Pay).
- Manfee (Management Fees entered, edited & charged and Disbursement setup).
- Officer (Office Bearer changes)
- ExportSearch (Export of search results from any of the search menus)

Tip: Perform the change (or complete the process), revert it if needed, and review the***Log Viewer*** to see how it's logged.

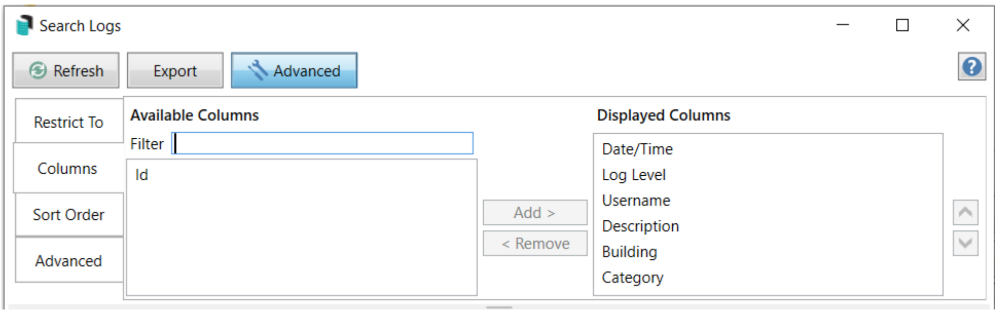


Add or remove fields by clicking the plus and minus function buttons. Combinations of these fields conditions and values can be used to further drill down or return more results.

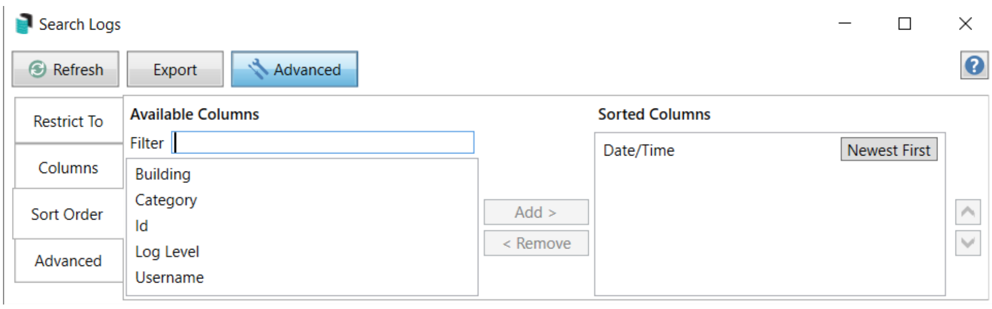


Select 'Advanced' to see the following options:

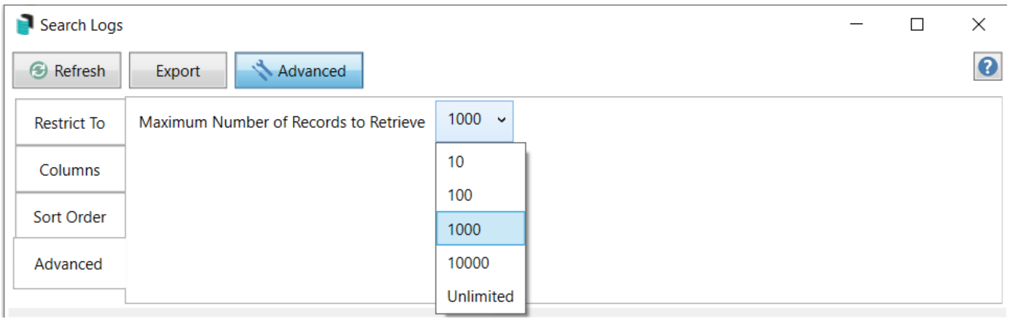
Add or Remove columns to be displayed in the results panel list:



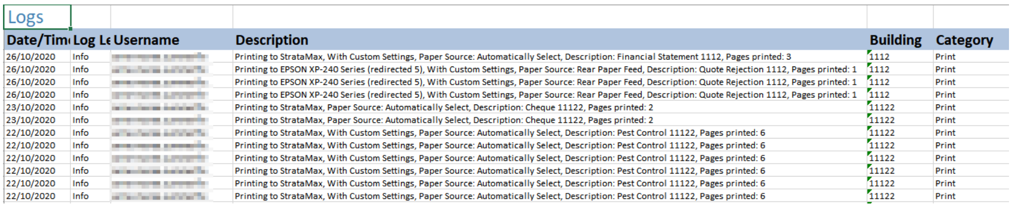
Alter the sort order in the results panel list:



Change the number of records returned (default is 1000):



Click ‘Export’ to export results to Excel:



Logs

Date/Tim	Log Le	Username	Description	Building	Category
26/10/2020	Info	[illegible]	Printing to StrataMax, With Custom Settings, Paper Source: Automatically Select, Description: Financial Statement 1112, Pages printed: 3	1112	Print
26/10/2020	Info	[illegible]	Printing to EPSON XP-240 Series (redirected 5), With Custom Settings, Paper Source: Rear Paper Feed, Description: Quote Rejection 1112, Pages printed: 1	1112	Print
26/10/2020	Info	[illegible]	Printing to EPSON XP-240 Series (redirected 5), With Custom Settings, Paper Source: Rear Paper Feed, Description: Quote Rejection 1112, Pages printed: 1	1112	Print
26/10/2020	Info	[illegible]	Printing to EPSON XP-240 Series (redirected 5), With Custom Settings, Paper Source: Rear Paper Feed, Description: Quote Rejection 1112, Pages printed: 1	1112	Print
23/10/2020	Info	[illegible]	Printing to StrataMax, Paper Source: Automatically Select, Description: Cheque 11122, Pages printed: 2	11122	Print
23/10/2020	Info	[illegible]	Printing to StrataMax, Paper Source: Automatically Select, Description: Cheque 11122, Pages printed: 2	11122	Print
22/10/2020	Info	[illegible]	Printing to StrataMax, With Custom Settings, Paper Source: Automatically Select, Description: Pest Control 11122, Pages printed: 6	11122	Print
22/10/2020	Info	[illegible]	Printing to StrataMax, With Custom Settings, Paper Source: Automatically Select, Description: Pest Control 11122, Pages printed: 6	11122	Print
22/10/2020	Info	[illegible]	Printing to StrataMax, With Custom Settings, Paper Source: Automatically Select, Description: Pest Control 11122, Pages printed: 6	11122	Print
22/10/2020	Info	[illegible]	Printing to StrataMax, With Custom Settings, Paper Source: Automatically Select, Description: Pest Control 11122, Pages printed: 6	11122	Print
22/10/2020	Info	[illegible]	Printing to StrataMax, With Custom Settings, Paper Source: Automatically Select, Description: Pest Control 11122, Pages printed: 6	11122	Print
22/10/2020	Info	[illegible]	Printing to StrataMax, With Custom Settings, Paper Source: Automatically Select, Description: Pest Control 11122, Pages printed: 6	11122	Print

Sorting via the results panel is disabled and should be set in the Advanced filter screen.

Understanding Log Viewer Results

The reference sections below provide a practical guide to understanding common Log Viewer results. The examples are not an exhaustive list of every possible log entry, but they cover many of the categories and descriptions most commonly reviewed when checking who completed a process or changed data.

The ***Category*** field identifies the area of StrataMax that created the log entry. The***Description*** field usually provides the specific action, value, record number, reference, document ID, or message. When reviewing activity, use the ***Category*** together with ***Description***, ***Username***, ***Building***, ***Date / Time*** and ***Log Level***.

Field	How to use it
Username	Identifies the StrataMax user recorded against the log entry. If reviewing staff activity, start by filtering on Username and Date / Time.
Building	Identifies the building associated with the action where applicable. Some system-wide or global entries do not have a building number.

Field	How to use it
Category	Identifies the system area or process that wrote the log entry, for example `DocMax`, `Manfee` or `ExportSearch`.
Description	Provides the most useful detail for review. It may include the record changed, document ID, search name, invoice reference, account code, setting name or error text.
Log Level	Use this to distinguish general information from errors or technical trace entries. Trace entries are usually more useful for troubleshooting than business review.

System-wide entries: If the Building field is blank, it does not always mean data is missing. Configuration, templates and some global background tasks are processed at a system-wide level and may not be linked to a specific building. If you are reviewing template or configuration changes, clear the Building filter and search by Category and Description.

Categories by Review Area

The categories below are grouped by the type of review you may be completing. This is a guide, not an exhaustive list. Always read the Description field to confirm the specific action.

Review area	Categories to try	What to look for
Financial Transactions	`Crdent`, `Invent`, `Genent`, `InvoiceHold`, `Invdupoverri`, `InvoiceHub`, `Transaction`, `DebtorAdj`, `debtoradjust`	Invoice entry or edit activity, journal entry, duplicate invoice overrides, invoice hold or OK to Pay activity, Invoice Hub processing, transaction code changes and debtor adjustments.
Financial Setup & Controls	`Manfee`, `BankAccSetup`, `CreditorMain`	Management fee setup or processing, bank account setup changes, creditor account setup and creditor bank detail review.

Review area	Categories to try	What to look for
Information Handling	DocMax, DocMa, ExportSearch	Document deletion or prefill confirmation, DocMax activity and search result exports.
People & Property Records	Rolled, Officer, TransferIn.I, TransferOut	Roll changes, Office Bearer changes and Building Transfer activity. For specific Contact Card field changes, use View History in Contact Card.
Security & System Settings	Security, Configuration, Configuratio	User, group or permission changes, system settings, report options, templates and other configuration changes.
Operational Workflows	TaskMax, Compliance	Finalised or cancelled work orders, compliance setup changes and compliance overrides.

Expanded Category Reference

The reference table below is intended to provide useful context for common and high-value categories. Log Viewer may contain additional categories depending on modules used, configuration, integrations and background processes.

Category	Area	Meaning and review notes
BankAccSetup	Banking setup	Bank Account Setup changes.
Compliance	Creditor Compliance	Compliance configuration changes and compliance overrides.
Configuration / Configuratio	Configuration	Various configuration setting changes. Template, report and global settings may not have a building number, so clear the Building filter when reviewing these changes.
Crdent	Creditor invoices	Creditor invoices entered or edited.

Category	Area	Meaning and review notes
`CreditorMain`	Creditor setup	Creditor setup and creditor account changes, including creditor details that may be relevant when reviewing bank detail changes.
`DebtorAdj` / `debtoradjust`	Debtor ledger	Manual debtor adjustment or ledger allocation activity. Search this category when reviewing manual movements on debtor or lot accounts.
`DocMax` / `DocMa`	DocMax	Document deletion or DocMax prefill confirmation. Some logs may show an abbreviated category. The Description may include the document ID and title.
`ExportSearch`	Search exports	Export of search results from a search screen. The Description may include the search screen, building, saved search, filters, sort order and columns exported.
`ExternIntgn`	Bing EasyPost API	Bing EasyPost API distribution confirmation. If there are BingMail Settings credential or upload errors, also check the `Reports` category.
`Genent`	Journals	Journals entered or edited.
`Invdupoverri`	Creditor invoices	Invoice duplicate test override.
`Invent`	Invoices	Invoices entered or edited.
`InvoiceHold`	Creditor invoice workflow	Creditor invoice hold or OK to Pay status. Use the Description to confirm the exact invoice reference and action.
`InvoiceHub`	Invoice Hub	Invoice Hub upload or processing activity. For failed uploads, filter by `InvoiceHub` and also review `ERROR.LOG`.

Category	Area	Meaning and review notes
Manfee	Management Fees	Management Fees entered, edited, charged, or related disbursement setup. Descriptions may include invoice code, fee record ID or processing detail.
Officer	Office Bearers	Office Bearer changes.
Rolled	Roll and contacts	Roll changes. To view specific Contact Card fields that were changed, select View History in Contact Card.
SCM Audit	StrataCash Hub	StrataCash Hub activity, including Periodic Payment requests and related StrataCash actions.
Security	Security Setup	User, group or permission related changes. Descriptions may include users being added to groups or permissions being set to Allow, Deny, Inherit or Not Set.
TaskMax	Work Orders	Finalised and cancelled work orders.
Transaction	Transactions	Transaction code changes can be reviewed using this category. The Description may include the old and new account code and the transaction reference.
TransferIn.I / TransferOut	Building Transfers	Building Transfer activity. Transfer In requests may not include a building number because the building has not yet been added to the portfolio.

DocMax note: Log Viewer can assist with DocMax activity such as document deletion and prefill confirmation. Changes to a DocMax Profile's portal-upload settings are not recorded in Log Viewer.

Common Audit Searches

These searches are useful starting points when trying to identify who completed a change or process. They are not the only searches that can be used; combine Category, Description, Username, Building and Date / Time filters to suit the process being reviewed.

What you are checking	Filter suggestions	Review tip
Template or system setting changes	Category: `Configuration` or `Configuratio` Description keywords: template, levy, report, ledger, email	Clear the Building filter because many template and configuration entries are system-wide.
Creditor or bank detail changes	Category: `CreditorMain` and `BankAccSetup`	Use this when reviewing creditor setup, creditor account changes or bank account setup changes.
Manual debtor adjustments	Category: `DebtorAdj` or `debtoradjust`	Descriptions may include the account, name and starting journal reference.
Document deletion or DocMax prefill	Category: `DocMax` or `DocMa`	Descriptions may include a document ID, title, building prefill result or deletion message.
Search results exported to Excel	Category: `ExportSearch`	Review the screen name, saved search, filters, sort order and columns listed in the Description.
Invoice Hub upload issues	Category: `InvoiceHub` and `ERROR.LOG`	Use this for failed Invoice Hub uploads or Invoice Hub troubleshooting.
Building Transfer activity	Category: `TransferIn.I` and `TransferOut`	Transfer In requests may not have a building number until the building is added to the portfolio.
StrataCash Hub activity	Category: `SCM Audit`	Use this when reviewing StrataCash Hub requests such as periodic payment activity.

What you are checking	Filter suggestions	Review tip
Bing EasyPost API activity	Category: `ExternIntgn` For errors also check: `Reports`	Useful for confirming Bing EasyPost API distribution or related upload errors.

Understanding Search Export Logs

When search results are exported, the Category may be `ExportSearch`. The Description may include:

- The search screen used, for example Management Fees Report or Search Creditor Invoice Items.
- The building name and number, if the export relates to a selected building.
- The Saved Search name, if one was loaded.
- The filters or restrictions used.
- The sort order.
- The columns included in the exported results.

This can be useful when reviewing what data was exported, not just that an export occurred.

Transaction Reference Prefixes

Some Description values include transaction references. The first letter can help identify the transaction type.

Prefix	Meaning	Notes
`I`	Levy Generation	Associated with lot or debtor accounts and created when levies are generated.
`M`	Invoice	Created when an invoice is saved in Invoice Entry or when Management Fees or Recoveries are processed.
`R`	Receipt	Created once a receipt is saved in Receipt Entry.
`D`	Creditor Invoice	Associated with a creditor account and created when an invoice is saved in Creditor Invoices.

Prefix	Meaning	Notes
F	EFT / BPay Payment	Associated with creditor and debtor accounts and visible in Payments Management, EFT Manager and Local Transactions.
C	Cheque Payment	Created when a payment is printed through Cheque Printing for creditors without EFT details.
J	Journal	Used when a transaction is written to the general ledger using Journal Preparation.
B	Direct	Associated with unreconciled Bank Reconciliation transactions when the Account Code field is used to post a transaction.