



# History

The history shows log entries created by the system, by agent and by user.

Registered	Description		Agent	Time Spent
2020-06-18 12:19		From: flr@technet.no	TMS	00:00
2020-06-18 12:17		To: flr@technet.no	Admin Admin	00:00
2020-06-18 12:14		 The case was merged with 1	Admin Admin	00:00
2020-06-18 12:14		 Registered	Admin Admin	00:00



Click on a log entry to open it. Additionally, you can click the expansion icon to bring up full history in a separate window, focusing on the history listing you've selected:

Registered	Description		Agent	Time Spent
2020-06-18 12:19	✉	From: flr@technet.no	TMS	00:00
2020-06-18 12:17	➤	To: flr@technet.no	Admin Admin	00:00
<b>3 - Printer restarted by itself</b>				
Check the printer				 
2020-06-18 12:14	🔒	📄 The case was merged with 1	Admin Admin	00:00
The case was merged with 1				
2020-06-18 12:14	🔒	📄 Registered	Admin Admin	00:00 

You can also use the expansion icon that shows the full history of the case:

Registered	Description		Agent	Time Spent
2020-06-18 12:19	✉	From: flr@technet.no	TMS	00:00
2020-06-18 12:17	➤	To: flr@technet.no	Admin Admin	00:00
2020-06-18 12:14	🔒	📄 The case was merged with 1	Admin Admin	00:00
2020-06-18 12:14	🔒	📄 Registered	Admin Admin	00:00



Full log:

## Log



✉ 2020-06-18 12:19

**From:** flr@technet.no  
**To:** support@demo.moreservice.com  
**Subject:** SV: 3 - Printer restarted by itself

Checked the printer. Power core was taken out and put back.

Med vennlig hilsen / Best regards

**FRODE LYKKEN ROSENBLAD**

Test consultant at [moreservice.com](https://demo.moreservice.com) - a Technet AS division  
Office: +47 334 85 999



**Fra:** [support@demo.moreservice.com](mailto:support@demo.moreservice.com)  
**Sendt:** torsdag 18. juni 2020 kl. 12:17  
**Til:** [Frode Lykken Rosenblad](#)  
**Emne:** 3 - Printer restarted by itself

Check the printer




➤ 2020-06-18 12:17

**To:** flr@technet.no

When you open a history log that is an email, you can use the answer icon



to reply to this email:

Registered	Description	Agent	Time Spent
2020-06-18 12:19	✉ From: flr@technet.no	TMS	00:00
<b>SV: 3 - Printer restarted by itself</b> Checked the printer. Power core was taken out and put back.			  

You can also print the log entry

Registered	Description	Agent	Time Spent
2020-06-18 12:19	✉ From: flr@technet.no	TMS	00:00
<b>SV: 3 - Printer restarted by itself</b> Checked the printer. Power core was taken out and put back.			