Overview

When troubleshooting issues, Pearson may request a copy of your log files from Pearson System of Courses (PSC). The following information instructs administrators and users on the location to collect the log files for the PSC app on the Windows platform. The paths listed below differ depending upon your user role. Device administrators may view all available usernames on a device, but non-administrator users will only be able to browse their own directory. It is also important to note that the directory name above the final LocalState folder is a random value and varies for each device and each user on the device.

For the K-1 and 2-12 Windows apps

1. Navigate to one of the following paths (approximate) to locate the log directory and file. The directory path can be browsed and navigated at each level. The path location will vary based on the PSC app installation method.

    Paths:

    C:\Users\{username}\AppData\Local\Packages\Pearson.PSC{*}\LocalState
    or
    C:\Users\{username}\AppData\Local\Packages\PearsonEducationInc.PSC{*}\LocalState

    Filename: log.database.sqlite

    Examples of exact paths for each PSC app.

    2-12 App:
      C:\Users\{username}\AppData\Local\Packages\Pearson.PSC_nhytxjf0952q2\LocalState
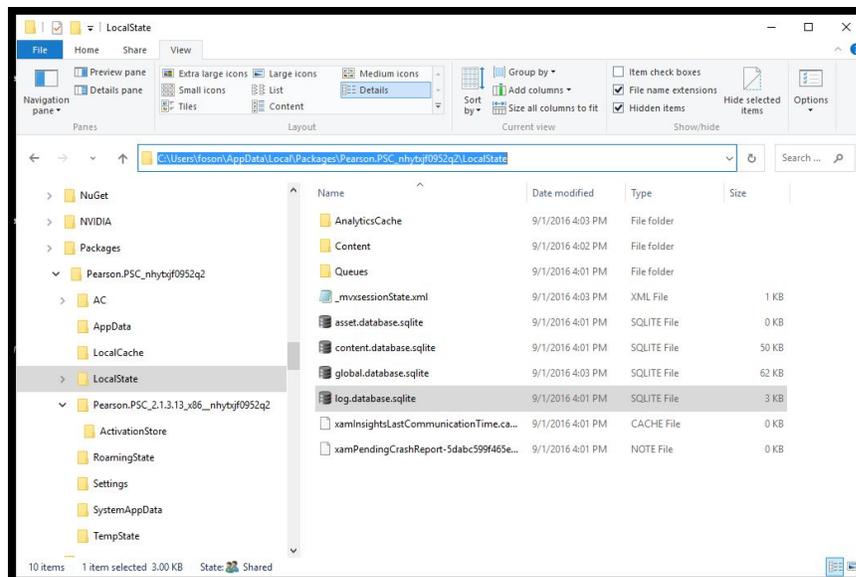   C:\Users\{username}\AppData\Local\Packages\PearsonEducationInc.PSC_nhytxjf0952q2\LocalState

    K-1 App:
      C:\Users\{username}\AppData\Local\Packages\Pearson.PSC.K1_tk9qhwb5jzw48\LocalState
      C:\Users\{username}\AppData\Local\Packages\PearsonEducationInc.PSC.K1_tk9qhwb5jzw48\LocalState

    Note: Replace the {username} portion of the path with the applicable username, typically the unique Windows login name of the person logged into the device experiencing the issue.

2. Copy the file (log.database.sqlite) and send it to your Pearson support contact.