FAQ: How to access and troubleshoot audit history and change tracking in Qargo

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Audit history and change tracking are essential features in Qargo. They allow users to view and understand the historical data of loads and orders. This guide gives step-by-step instructions for accessing these logs and troubleshooting common issues.

Overview of audit history and change tracking

Qargo offers tools to track changes and view historical data for both loads and orders. These features are available in specific sections of the platform and provide detailed logs of user actions.

Accessing load history

To check the history of a load in Qargo:

1. Go to the **Loads** page on the web platform.
2. Use the search function on the **Loads** page (not the load detail view) to find the load.
3. View the load's history directly from the search results.

Note: Deeper technical logs are not visible in the user interface and require backend access by the Qargo team.

Accessing order history

To view the history of an order and see who made changes:

1. Open the order in Qargo.
2. Go to the **History** section in the order details.
3. Review the chronological log of changes. It includes details of the actions performed and the users who performed them.

Troubleshooting access issues

If the **History** log can't be accessed, follow these steps:

1. Make sure the order page is fully opened in the detailed view.
2. The **History** section is only available when the full order detail page is open. If a compact or partial panel is shown, switch to the full view first.

This ensures that the **History** log is visible and accessible.

Limitations and backend access

Qargo provides comprehensive audit history and change tracking features, but some technical logs are not available in the user interface.
Audit history and change tracking in Qargo also have some limitations worth knowing:

- **Load history is lost once a load is unplanned or deleted.** The audit log can only display entries for objects that still exist. Loads are deleted not only when a user unplans one, but also automatically during actions like merging orders onto a new load or splitting/unsplitting a terminal leg. Once a load is deleted, its history entries can no longer be shown. If an order has been planned and unplanned across several loads, its history shows gaps for every load that no longer exists. There is no way to trace who did what on those loads after the fact.
- Deeper technical logs are not visible in the user interface and require backend access by the Qargo team.

For further assistance, contact Qargo support.