

# Dynatrace Portal - Reference Code

## Information:

Environment
<ul style="list-style-type: none"><li>• Dynatrace Portal</li></ul>

Symptoms
When an error occurs in the Dynatrace Portal, I see a dialog box that includes a reference code. What is this reference code?

Solution
The Reference code in Dynatrace Portal error messages helps our Support team diagnose a problem with a Portal transaction. The team can inspect specific log entries for the entire transaction from the application server to the user's browser. This reduces the amount of time required to diagnose and provide a tested solution for the root cause problem.