



My debug log failed to send

Travis - 2021-03-15 - Debug Log

If your debug logs fail to send successfully, it is possible to send your logs manually for further investigation. In order to do so, please do the following:

Windows:

1. Check that "Enable Debug Logging" is checked in the **Settings>Help** section of the app
2. Go to the Start menu, and type cmd into the bottom box.
3. Right-click the cmd(.exe) shown at the top of the menu, and choose "Run as Administrator"
4. At the prompt, please type:

```
ipconfig /all
```

(there is a space between the g and the /)

4. After the data appears, please copy the contents by right-clicking, choosing Mark, then click and highlight the text. Paste this text into a text file (Word, Notepad, etc.), and save the file.
5. Search in the Windows search bar for "File Explorer", then navigate to your Program Files (not Program Files x86) folder
6. Double-click the **Private Internet Access** folder
7. Double-click the **data** folder. Here you should see crashes and diagnostic folders, please attach the files (if any) inside the folders to your reply
8. Attach daemon.log, and daemon.log.old to your reply

Please attach the above log files and the ipconfig text file to your ticket.

Mac:

1. Open Terminal
2. At the prompt, please type:

```
ifconfig -a
```

(there is a space between the g and the -a)

3. After the data appears, please copy and paste this text into a text file (e.g TextEdit, etc.), and save the file.

4. Open Finder.

5. Click "Go" in the menu bar along the top of the screen.

6. Near the bottom of the list that appears, click Go to Folder...

7. In the box that appears, type: ~/.pia_manager

8. Click Go

9. Click on the Private Internet Access folder that appears

10. Click on the Log folder

11. In the logs folder, there are several files: daemon.log, and daemon.log.old

Please attach the above log files and the ifconfig text file to your ticket.

Linux:

1. Open Terminal

2. At the prompt, please type:

```
ifconfig -a
```

(there is a space between the g and the -a)

3. After the data appears, please copy and paste this text into a text file (e.g TextEdit, etc.), and save the file.

4. Next, please navigate to your Home directory folder.

5. While in your Home directory press the Ctrl and the letter H together. This will bring up your hidden folders.

6. Click on the . folder that appears

7. Click on the log folder

8. In the logs folder, there are several files: pia_manager.log, openvpn.log, pia_nw.log, and pia_install.log

Please attach the above log files and the ifconfig text file to your ticket.