Some Help With

What is the ad.trace and ad_svc.trace file for?

Both `ad.trace` and `ad_svc.trace` are log/trace files used to submit bug reports to the AnyDesk hub.

They are mainly used to report technical problems that have not caused a crash leading to the program's closure but have resulted in malicious behavior.

To report these types of problems, follow these steps in your AnyDesk client:

1. Select the option "About AnyDesk."
2. Click on "Send information to support"; this will create a folder on the desktop with both files.

After following these steps, create a ticket using your Customer ID in the subject line and address it to support@anydesk.com.

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