Some Help With

AnyDesk: Log files *.trace

TABLE OF CONTENT

The log files can be manually located in the following locations:

AnyDesk generates log files while running that can be used for diagnosing issues.

Some errors occur without causing an immediate crash and may result in other undesired behavior. It is highly recommended to include the trace files from both participating devices, as well as a detailed description of the problem, when submitting a support ticket.

To send support information, go to Settings > About AnyDesk > Support Information in the AnyDesk client and click on “Send support information.” This will automatically open your default email client with the device’s trace files already attached.

If you’re sending files from two or more devices, manually rename the trace files to link them to the corresponding device. For example:

Local_ad.trace Local_ad_svc.trace

Remote_ad.trace Remote_ad_svc.trace

Or if you’re sending the trace files as one archive:

Local_PC.zip Remote_PC.zip

The log files can be manually located in the following locations:

Operating System	Type	Standard Client
Windows 7 and later	User interface based log files.	`%appdata%\AnyDesk\ad.trace`
	Service based log files (network based). Only available if AnyDesk is installed.	`%programdata%\AnyDesk\ad_svc.trace`
Windows XP/Server 2003	User interface based log files.	`%appdata%\AnyDesk\ad.trace`
	Service based log files (network based). Only available if AnyDesk is installed.	`%AllUsersProfile%\AnyDesk\ad_svc.trace`
MacOS	Uninstalled	`~/.anydesk/anydesk.trace`
	Installed	`/var/log/anydesk.trace`
Linux	Uninstalled	`~/.anydesk/anydesk.trace`
	Installed	`var/log/anydesk.trace`

Operating System	Type	Customized Client
Windows 7 and later	User interface based log files.	`%appdata%\AnyDesk\ad_<prefix>\ad_<prefix>.trace`
	Service based log files (network based). Only available if AnyDesk is installed.	`%programdata%\AnyDesk\ad_<prefix>\ad_<prefix>_svc.trace`
Windows XP/Server 2003	User interface based log files.	`%appdata%\AnyDesk\ad_<prefix>\ad_<prefix>.trace`
	Service based log files (network based). Only available if AnyDesk is installed.	`%AllUsersProfile%\AnyDesk\ad_<prefix>\ad_<prefix>_svc.trace`
MacOS	Uninstalled	`~/.anydesk_ad_<prefix>/anydesk_ad_<prefix>.trace`
	Installed	`/var/log/anydesk_ad_<prefix>.trace`
Linux	Uninstalled	`~/.anydesk_ad_<prefix>/anydesk_ad_<prefix>.trace`
	Installed	`/var/log/anydesk_ad_<prefix>.trace`

When receiving a connection request, AnyDesk creates a “connection_trace.txt” file that includes information such as session details like connection date and time, how the connection was accepted or rejected, and who sent the connection request.

The local “connection_trace.txt” file can be found in the same folder as the configuration files for the AnyDesk client.