What are Trace Files?

TABLE OF CONTENT

How can I submit a Support ticket?
- Submitting Trace Files from multiple devices
- Local Incoming Connection Log

Where can I find Trace Files?

Trace Files are crucial for diagnosing problems that may occur while using AnyDesk. They are generated during each remote session.

Some errors may not cause an immediate crash but can lead to unintended behavior. Therefore, it is highly recommended to include the trace files from all devices along with a detailed description of the issue when submitting a support ticket.

How can I submit a Support ticket?

> 🦉 For more details on how to submit a ticket or reach out to AnyDesk Support, see **this article**.

To submit a support ticket, please use the contact form in your my.anydesk management portal.

Alternatively, you can do the following:

- Open AnyDesk client and go to **Settings** > **About AnyDesk**. In the **Support** section, click **Send Support Information**. This action will automatically open your default email provider with the trace files from the device already attached.

Submitting Trace Files from multiple devices

If submitting files from two or more devices, please manually rename the trace files to indicate the corresponding device. For example:

Individual Files:

- Local device: `Local_ad.trace`, `Local_ad_svc.trace`
- Remote device: `Remote_ad.trace`, `Remote_ad_svc.trace`

Archived Files:

- Local device: `Local_PC.zip`
- Remote device: `Remote_PC.zip`

Local Incoming Connection Log

When receiving a connection request, AnyDesk creates a `connection_trace.txt` file that includes detailed session information such as the date and time of the connection, 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.

Where can I find Trace Files?

Trace files can be manually found in the following locations:

Operating System	Type	Standard Client	Custo
Windows 7 and newer	UI-based trace files	`%appdata%\AnyDesk\ad.trace` Plain text Copy	`EXE:` `MSI:` `%appda` Plain t
Service (network-based) trace files. Only available if AnyDesk is installed	`%programdata%\AnyDesk\ad_svc.trace` Plain text Copy	`EXE: %programdata%\AnyDesk\ad_<prefix>\ad_<prefix>_svc.trace MSI: %programdata%\AnyDesk\ad_<prefix>_msi\ad_<prefix>_msi_svc.trace` Plain text Copy	
Windows XP/Server 2003	UI-based trace files	`%appdata%\AnyDesk\ad.trace` Plain text Copy	`EXE:` `MSI:` `%appda` Plain t
Service (network-based) trace files. Only available if AnyDesk is installed	`%AllUsersProfile%\AnyDesk\ad_svc.trace` Plain text Copy	`EXE: %AllUsersProfile%\AnyDesk\ad_<prefix>\ad_<prefix>_svc.trace MSI: %AllUsersProfile%\AnyDesk\ad_<prefix>_msi\ad_<prefix>_msi_svc.trace` Plain text Copy	
macOS	Uninstalled	`~/.anydesk/anydesk.trace` Plain text Copy	`~/.an` text C
Installed	`/var/log/anydesk.trace` Plain text Copy	`/var/log/anydesk_ad_<prefix>.trace` Plain text Copy	
Linux	Uninstalled	`~/.anydesk/anydesk.trace` Plain text Copy	`~/.an` text C
Installed	`var/log/anydesk.trace` Plain text Copy	`/var/log/anydesk_ad_<prefix>.trace` Plain text Copy	
Android	See Send Support Information for more information.		
iOS	See Send Support Information for more information.		

By following these guidelines, you help us diagnose and resolve issues more effectively.

Files automatically created during AnyDesk sessions that provide diagnostic information, useful for troubleshooting issues.

Files that store settings and preferences for the AnyDesk application, including user IDs and Aliases.

A tailored version of AnyDesk that can be configured for specific organizational needs, including branding and functionality.