Troubleshooting AnyDesk Issues: How to Locate and Use Trace Files for Support Tickets

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While running, AnyDesk generates trace files that can be used to diagnose problems.

Some errors may occur without causing an immediate crash and can lead to unintended behavior. Therefore, it is highly recommended to include the trace files from both participating devices and a detailed description of the issue when submitting a support ticket.

Note: To submit a support ticket, please use the contact form in your MyAnyDesk customer portal.

Alternatively, in the AnyDesk client, go to *Settings* > *About AnyDesk* > *Support Information* and click on “Send Support Information” to automatically open the default mail client with the trace files from the device already attached.

When submitting 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 sending the trace files as an archive:

Local_PC.zip Remote_PC.zip

Trace File Locations

To manually locate the trace files, refer to the following locations:

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Operating System	Type	Standard Client	Custom Client
Windows 7 and newer	UI-based trace files	%appdata%\AnyDesk\ad.trace	**EXE:** %appdata%\AnyDesk\ad_\ad_.trace**MSI:** %appdata%\AnyDesk\ad__**msi**\ad__msi.trace
	Service (network-based) trace files. Only available if AnyDesk is installed	%programdata%\AnyDesk\ad_svc.trace	**EXE:** %programdata%\AnyDesk\ad_\ad__svc.trace**MSI:** %programdata%\AnyDesk\ad__msi\ad__msi_svc.trace
Windows XP/Server 2003	UI-based trace files	%appdata%\AnyDesk\ad.trace	**EXE:** %appdata%\AnyDesk\ad_\ad_.trace**MSI:** %appdata%\AnyDesk\ad__msi\ad__msi.trace
	Service (network-based) trace files. Only available if AnyDesk is installed	%AllUsersProfile%\AnyDesk\ad_svc.trace	**EXE:** %AllUsersProfile%\AnyDesk\ad_\ad__svc.trace**MSI:** %AllUsersProfile%\AnyDesk\ad__msi\ad__msi_svc.trace
macOS	Uninstalled	~/.anydesk/anydesk.trace	~/.anydesk_ad_/anydesk_ad_.trace
	Installed	/var/log/anydesk.trace	/var/log/anydesk_ad_.trace
Linux	Uninstalled	~/.anydesk/anydesk.trace	~/.anydesk_ad_/anydesk_ad_.trace
	Installed	var/log/anydesk.trace	/var/log/anydesk_ad_.trace

iOS/iPadOS/tvOS

View AnyDesk for iOS/iPadOS/tvOS.

Android/ChromeOS

View AnyDesk for Android/ChromeOS.

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Local Incoming Connection Log

When receiving a connection request, AnyDesk generates a “connection_trace.txt” file that includes information such as the session details, 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. For more information, please see AnyDesk-ID and Alias.

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