

Collect logs for troubleshooting

Use the System Diagnostics window to collect verbose logs that can be used for troubleshooting by Idera Support. By default, high-level logging is always enabled for SQL Virtual Database activities and events.

To access system diagnostics:

- 1. On the SQL Virtual Database Welcome window, click **Help & More**.
- 2. Click **System Diagnostics**.

To collect the logs:

- 1. Ensure the **Enable Debug Mode** option is selected.
- 2. Click the collection button. SQL VDB creates a zipped folder of the specified log files and places this folder on the Windows desktop. By default, the zip folder is named IderaSQLvdbCollectionLog*InstanceNameTimeStamp*.zip.
- 3. Email the zipped log folder to [Idera Support](#).

To collect the logs for issues encountered when installing SQL Virtual Database:

- 1. Start the Windows Command Prompt.
- 2. Navigate to the installer directory (by default, C:\Documents and Settings*User Name*\My Documents).
- 3. Type one of the following commands:

Server Type	Installation Command
x86 (32-bit)	msiexec /i SQLvdb.msi /!*"v C:\MyFolder\SQLvdb_install.log
x64 (64-bit)	msiexec /i SQLvdb-X64.msi /!*"v C:\MyFolder\SQLvdb_install.log

- 4. Step through the setup program until you recreate the issue. SQL Virtual Database generates the resultant log file in the location you specified.
- 5. Email the log file to [Idera Support](#).

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