# **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 IderaSQLvdbCollectionLogInstanceNameTimeStamp.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 SettingsUser Name\My Documents).
- 3. Type one of the following commands:

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

#### Need more help? Search the Idera Customer Support Portal