How do I create a debug log for the PIA app?

Kaneesha D. - 2020-06-26 - Debug Log

Sometimes when troubleshooting, our support agents may request debug information from our app. This information contains basic information about your network setup and the issues encountered by the PIA application so that we can help you solve whatever issues you encounter.

To collect a debug log, generally, you will perform whichever action is giving you trouble (i.e. try to connect to the VPN), and then follow these steps to send debug information to us:

Desktop Application

1. Click on the icon (right-click for Windows) in the menu bar or system tray and choose **"Disconnect"** (if applicable)

2. Click on the icon again (right-click for Windows) and choose **"Settings"**

3. Open the **"Help"** section and **enable debug logging**

4. Please attempt to reproduce the issue. You can leave Debug Logging enabled for as long as necessary to reproduce your issue.

5. After reproducing your issue, click the **"Submit Debug Logs"** option in the **"Help"** section.

6. Click **"Next".**

7. Check **"I Agree",** and then click **"Send"** to submit your log.

8. Copy the **reference ID** the app generates, and send this ID in your response.

Mobile Application
Note: Be sure that on iOS that you are connected with the OpenVPN or WireGuard protocol, rather than IPsec or IKEv2. (Open the app settings [three lines on the top left of the screen], tap Settings, then tap Protocol. From there, select OpenVPN or WireGuard.)

1. Ensure that you are **disconnected** from the VPN

2. On the main connection screen, please click the triple bar icon in the top left corner and select **Settings**.

3. Scroll down the settings area and select

1. For **Android**- Select **"Send debug information to support"**

2. For **iOS**- Select **"Send debug to support."**

4. You'll see a window pop up with a **five-character Reference ID**.

5. Please write down the five-character **Reference ID**, then click **Ok**.

Once you have completed the above steps for either your Desktop or Mobile application please reply to your Support Ticket with the Reference ID that populates, once we have this ID we will be able to review your log and will be able to further assist you with addressing your issue.

Tags
Debug log