



Advanced Logging on Windows

April - 2020-01-30 - in Advanced Troubleshooting

CANNOT CONNECT TO SAVE LOG FILE

If you are stuck in the connecting mode, you may not be able to create a log file with the usual steps indicated at

<https://help.vsee.com/kb/articles/save-log-file-for-troubleshooting-purposes>. Unfortunately, we currently have no support to generate logs on the fly so you will have to take some more advanced steps as outlined below.

1. Create a windows shortcut to the VSee.exe (or copy the one on your desktop).
2. Right-click the VSee shortcut, and select **Properties**.
3. Add "**-debug_file vseelog.txt**" (without the quotes) to the end of the Target field.
4. Press **OK** and make sure VSee is not running, then start the VSee application with the new shortcut.
5. After 20-30 seconds of attempting connection, close the VSee application again.
6. Find the log file by pressing **Windows-Key + R**, then enter **%appdata%** in the field:
7. Go to the VSee folder and find the vseelog.txt file that is there.

Please contact us at help@vsee.com for any questions or assistance.