

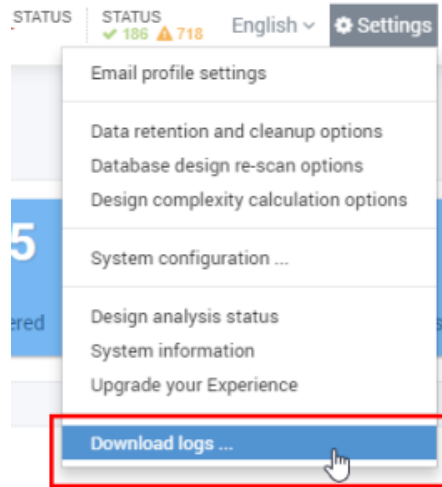
# Download Log Files



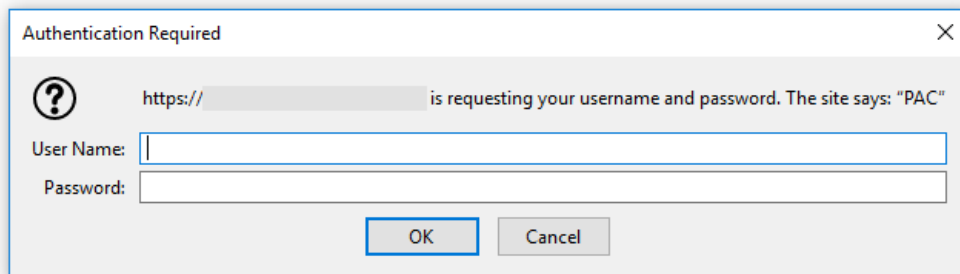
## Warning for Internet Explorer 11 Users

You might run into technical issues while downloading the iDNA Applications log files. Please use one of the recommended browsers (Chrome or Firefox in latest 64-bit version).

If you are logged in to iDNA Applications with an admin account, **Download Logs...** will be available in the settings menu (button at the top-right corner):



An authentication with admin credentials is required in order to continue to the next step:



After authentication, a **zip file will be downloaded** to your computer.

Please send this file with every support inquiry. These logs will greatly improve speed and quality of processing support tickets.