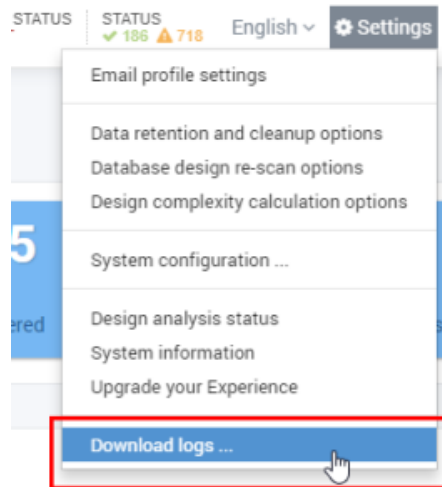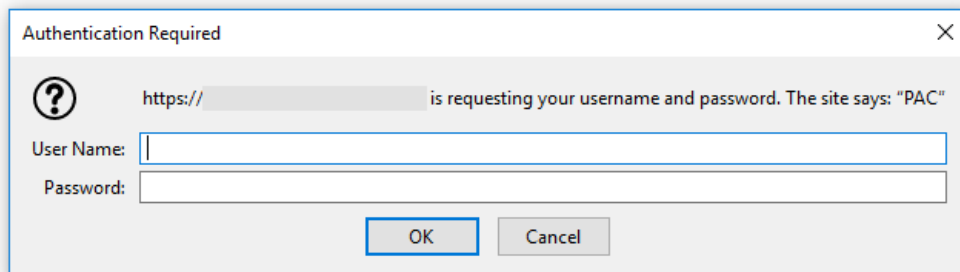# Download Log Files

> ⚠ **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.