

## How to enable DESlock+ Go logging

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If you are experiencing problems using DESlock+ Go you may be requested by our support team to recreate the issue with diagnostic logging enabled. The following steps detail how to perform this process.

The log file option is only available in DESlock+ Go v1.60.0 Build 55 or later. To check the version of DESlock+ Go being used please see this article: [KB326 - How do I find which version of DESlock+ Go is being used?](#)

Ensure DESlock+ Go is currently running and the tray bar icon is present. Hold the **Ctrl** key and **right click** on the tray icon.



Click the **Logging...** menu option.  
Browse to a suitable folder to save the logfile and enter a filename to use.



Right click the DESlock+ Go tray icon.  
Click **Exit & Secure Drive**.  
Run DESlock+ Go again.  
When prompted to **Continue with logging enabled**, choose **Yes**.



Recreate the problem being experienced.  
To disable logging exit and restart DESlock+ Go, then choose **No** to logging when prompted to **Continue with logging enabled**.

Please attach the generated logfile to your support ticket.