

# ESET Tech Center

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## Where can I find the diagnostic program?

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If you are experiencing any problems with DESlock+ and wish to submit a ticket for the support team to investigate your problem, then it may be that the support team will ask you to provide a diagnostics file which is generated when running our diagnostics utility.

You can download our Diagnostics Utility by clicking here: [DESlock+ Diagnostics Utility](#)

Please note that you should always download the tool before running it to ensure you have the latest version. Even if you have previously downloaded a copy, the tool may have been updated, so downloading will always ensure you have the latest version.

Once downloaded run the tool as the Windows user experiencing the problem and once complete it will place a .zip file on your desktop. Please attach this file when submitting a ticket using the form here: [Submit a ticket](#).

keywords: diag, diags, log