**To run the tool from Windows:**

1. Create a folder named \temp.
2. Go to: C:\Program Files\SentinelOne\Sentinel Agent *version*\Tools
3. Right-click LogCollector.exe and select **Run as Administrator**.

**To run the tool from CMD:**

1. Press Windows Start key and enter: cmd
2. Right-click **Command Prompt** and select **Run as administrator**.
3. Run these commands:
4. > cd c:\
5. > mkdir temp
6. > cd "Program Files\SentinelOne\Sentinel Agent 4.0.4.80\Tools"
7. > LogCollector.exe WorkingDirectory=c:\temp
   * With CMD, you enter the output directory in the command. You can use a name other than "temp".
   * When you press Enter on the last command, the LogCollector starts immediately and shows the status of the tool processes.
   * If the tool shows a message that it cannot find the output directory, make sure you entered an existing path as the WorkingDirectory.
8. Wait until the CMD window shows the Ended status and a prompt. For example:
9. Ended at: *date time*
10. Duration = 00:05:37.7620101
11. Agent logs collection has finished! Please upload the generated archive file:
12. "c:\temp\05\_12\_2020\_09\_57AM\_Logs.gz
13. "
14. (located in the provided temp folder)
15. as instructed by the support engineers.
16. Thank you very much for your cooperation.

c:\Program Files\SentinelOne\Sentinel Agent 4.0.4.80\Tools>

**To use the tool results:**

1. Wait for the log collector to finish. In the temp directory (or other Working Directory, if you used the CMD), see the final output: a GZ file.

File name format: *mm\_dd\_yyyy\_hh\_mm*{AM|PM}\_Logs.gz

Example: **05\_12\_2020\_09\_57AM\_Logs.gz**

1. In your Support ticket find the upload link.

If your Support engineer did not give you an upload link, ask for one before you continue.

1. Upload the GZ file to the link.