

fa.docs

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Troubleshooting

Submit an issue report for bugs, feature requests, or connectivity problems.

Application Issue Report

Submit an issue report from the app for best diagnostics: <https://lantern.io/report-issue>

If the link above does not work, follow the steps below to navigate to the issue submission page:

Desktopgo to Support

select Report an Issue

choose issue type

include additional details

send report	Android
go to Account	select Support
select Report Issue	choose issue type
include additional details	hit Send Report
Other Issue Report Methods	Portal

If an application issue report cannot be submitted, our portal may be used:

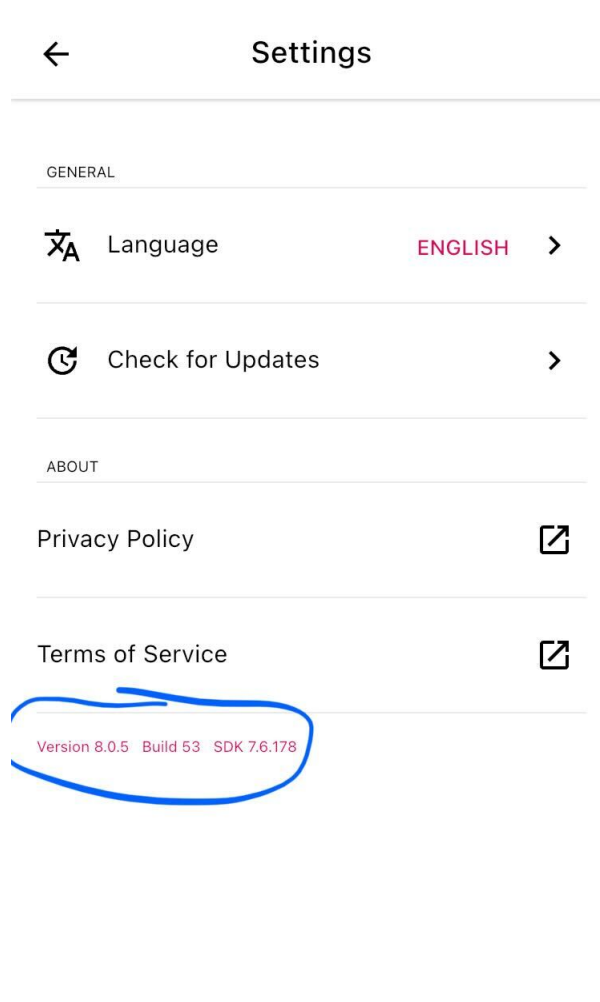
1. <https://support.lantern.io>
2. EmailIf other methods are not possible, email is a reliable fallback. Any message to support@lantern.io will automatically be converted into a helpdesk ticket.

3. Log RetrievalBecause logs are an invaluable debugging resource, the following provides a backup process for obtaining application logs when Lantern is completely blocked, and in-app issue submission is not possible. These logs can be attached to
4. Portal or

Email issue reports.macOS

Open

1. Terminal
2. Type `open Library/Logs/Lantern`
3. and press `return`
4. Select the newest



lantern.log file and send in an email to support@lantern.ioLinux (Ubuntu)

Troubleshooting

Submit an issue report for bugs, feature requests, or connectivity problems.

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<https://lantern.io/report-issue>

If the link above does not work, follow the steps below to navigate to the issue submission page:

Desktop

go to Supportselect Report an Issuechoose issue type

include additional detailssend reportAndroid

go to Account

select Support

select Report Issue

choose issue typeinclude additional detailshit Send Report

Other Issue Report Methods

Portal

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Troubleshooting

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Application Issue Report

- Submit an issue report from the app for best diagnostics: <https://lantern.io/report-issue>If the link above does not work, follow the steps below to navigate to the issue submission page:

Desktop

go to Support

select Report an Issuechoose issue typeinclude additional detailssend report
*Android*go to Accountselect Supportselect Report Issuechoose issue typeinclude additional detailshit Send Report

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Portal

or

Email

1. issue reports.*macOS*Open TerminalType
2. open Library/Logs/Lantern and press return
3. Select the newest
4. lantern.log file and send in an email to support@lantern.io*Linux*
(Ubuntu)Open TerminalType open \$HOME/.lantern/logsSelect the newest lantern.log file

Troubleshooting

Submit an issue report for bugs, feature requests, or connectivity problems.

Application Issue Report

Submit an issue report from the app for best diagnostics: <https://lantern.io/report-issue>

If the link above does not work, follow the steps below to navigate to the issue submission page:

Desktop

1. go to Support
2. select Report an Issue
3. choose issue type
4. include additional details
5. send report

Android

1. go to Account
2. select Support
3. select Report Issue
4. choose issue type
5. include additional details
6. hit Send Report

Other Issue Report Methods

Portal

If an application issue report cannot be submitted, our portal may be used: <https://support.lantern.io>

Email

If other methods are not possible, email is a reliable fallback. Any message to support@lantern.io will automatically be converted into a helpdesk ticket.

Log Retrieval

Because logs are an invaluable debugging resource, the following provides a backup process for obtaining application logs when Lantern is completely blocked, and in-app issue submission is not possible. These logs can be attached to Portal or Email issue reports.

macOS

1. Open **Terminal**
2. Type `open Library/Logs/Lantern` and press **return**
3. Select the newest `lantern.log` file and send in an email to `support@lantern.io`

Linux (Ubuntu)

1. Open **Terminal**
2. Type `open $HOME/.lantern/logs`
3. Select the newest `lantern.log` file

Windows

1. Open File Explorer and navigate to **Windows(C:)** drive
2. Select the **Users** folder
3. Select the user account that installed Lantern
4. Select **View** button from the ribbon menu, hover over **Show**, select **Hidden items**
5. Navigate to the logs
 - (a) **AppData**
 - (b) **Roaming**
 - (c) **Lantern**
 - (d) **Logs**
6. Share this file in an email to `support@lantern.io`

iOS

iOS security settings do not permit user access to app data.

Android

Android security settings do not permit user access to app data.

Advanced Diagnostics

Problems which are difficult to diagnose with logs may require more advanced tools like packet capture.

<https://www.wireshark.org/download.html>

[!WARNING] Packet capture will expose raw data for *all* traffic during the period of recording. We recommend this method only for advanced users who are able to ensure that no personal data is included in the packet capture.

While Lantern ensures that all data submitted to our portal is kept secure and fully deleted shortly after it is closed, it's always advisable

to limit the recording and transmission of personally identifying information.