

Please record the below log files while reproducing the reported Issue

- Please download the **ICESDPTool** on the affected computer.

**ICESDPTool:** <http://aka.ms/icesdptool> (Screenshots can be found [here](#))

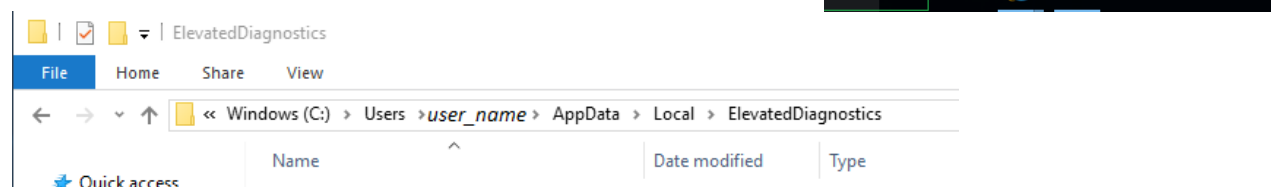
**Run this tool and collect diagnostic information while you reproduce the issue.**

*\*\* Install the certificate when prompted.*

*Please send the recorded data afterwards, these are available at:*

**%LOCALAPPDATA%\ElevatedDiagnostics\**

**C:\Users\LOGIN\_NAME\AppData\Local\ElevatedDiagnostics\**



**\*\*\* NOTE, the logs will not appear until the end, when you have finished the program. \*\*\***

### **Instructions for the detailed steps:\***

- When the first dialog box appears, click **Next**.
- On the description screen, click **Next**.
- You will be prompted to install Fiddler certificates. Click **Yes**.
- In the 'Logging starts with Next' window, click **next**.
- The assistant attempts to close all open Office applications and processes.
- In case of any open application you will be notified and have time to save your work.
- Otherwise, the process will end after a certain amount of time.

When you see the window "**Logging in process**", you can now **reproduce the reported issue / error message**.

Do **not** click [Stop Recording] **until the reproduction of the error is complete**.

**After** reproduction your scenario, please return to the above dialog box and click **Stop**. The assistant will then try to remove the previously installed Fiddler Certificate. Please click **Yes** to confirm.

The assistant will then ask you to enter a password to protect your recorded files.

Please enter a **password**, you can enter "1234" as the password ("default password").

However, if you choose to enter a **different password** for personal reasons, please make sure that you **inform the backend team** separately.

When you go to the last dialog box, select **Close** the troubleshooter to complete the SDP diagnostic process correctly.

**Note:** The **ICESDPTool** collects the following information according to [3093873-Office Sign-in and Authentication Diagnostic](#):

- **Windows Step Recorder (.mht)**
- **Fiddler Trace (.saz)**
- **Event Trace Logs (.etl)**
- **Registry Dump, Before and After (.reg)**
- **Windows CredManager Cache (.txt)**

### **Please save the collected diagnostic information**

(these also contain the Fiddler-Recording) **stored in the following folder:**

%LOCALAPPDATA%\ElevatedDiagnostics\ (short)

Full Path: **C:\Users\USER\_NAME\AppData\Local\ElevatedDiagnostics**

\* The **Appdata** directory by default is a **hidden folder**

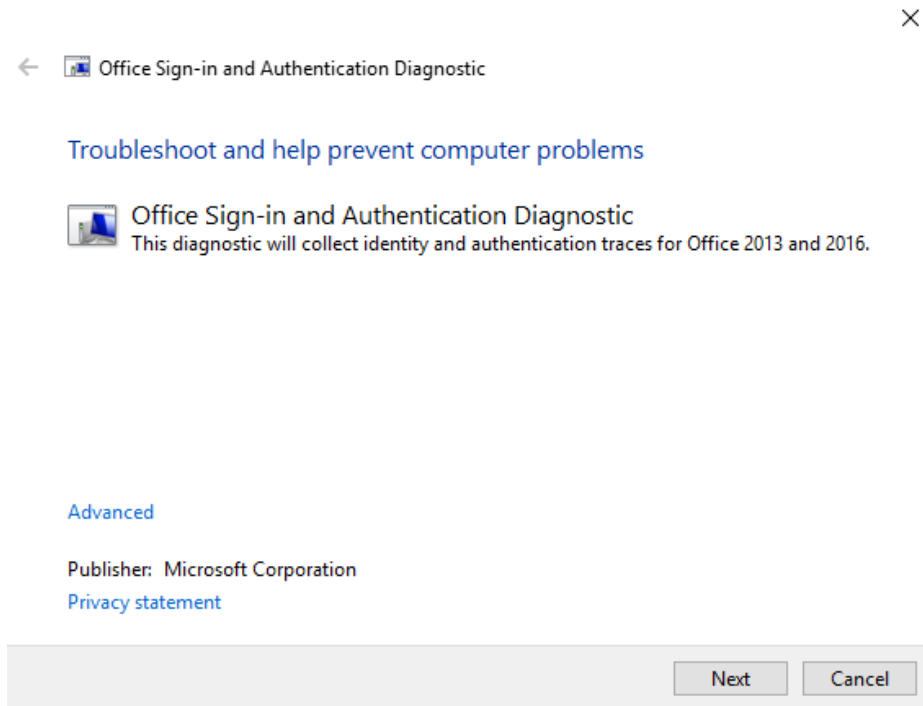
\*\* in **the file manager > on top > view > view hidden files**.

\*\*\* **Attention, the logs will NOT appear until the END when you have finished the program.**\*\*\*

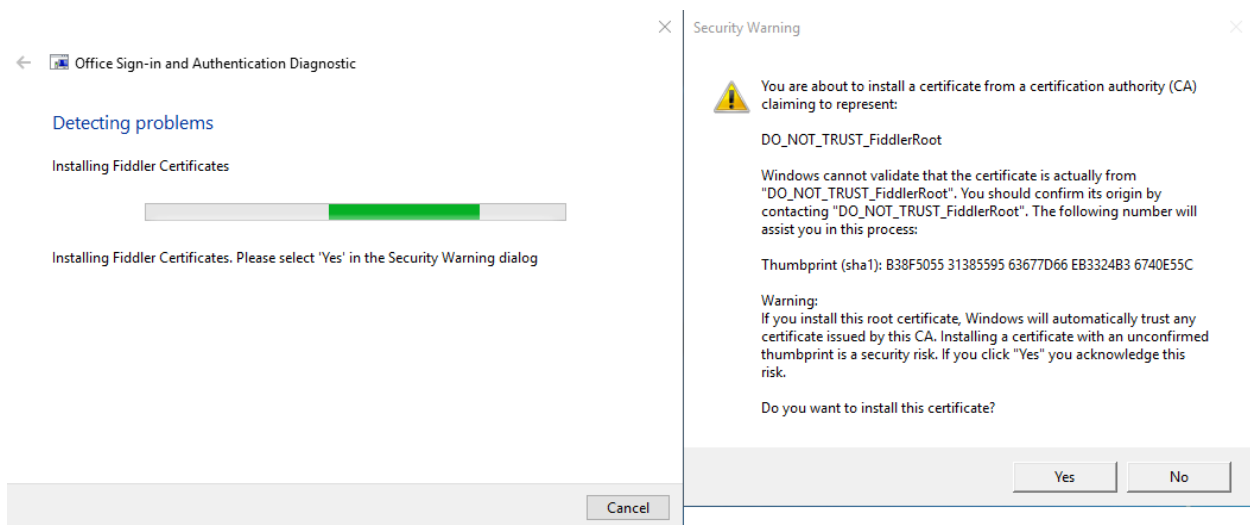
Best to upload in ticket at **Admin Center > Support > Service Requests**  
(or as **an attachment in an e-mail** in the **ticket**).

- Following the above steps with screenshots:

## (1) Start installation



## (2) Install certificate



### (3) Start recording – confirm with [Next]



←  Office Sign-in and Authentication Diagnostic

Logging will begin when you click Next

Log files can grow in size very quickly. Click Next to begin logging and then reproduce your issue as quickly as possible.

Next

Cancel

### (4) Recording - logs in progress



←  Office Sign-in and Authentication Diagnostic

Logging is in progress

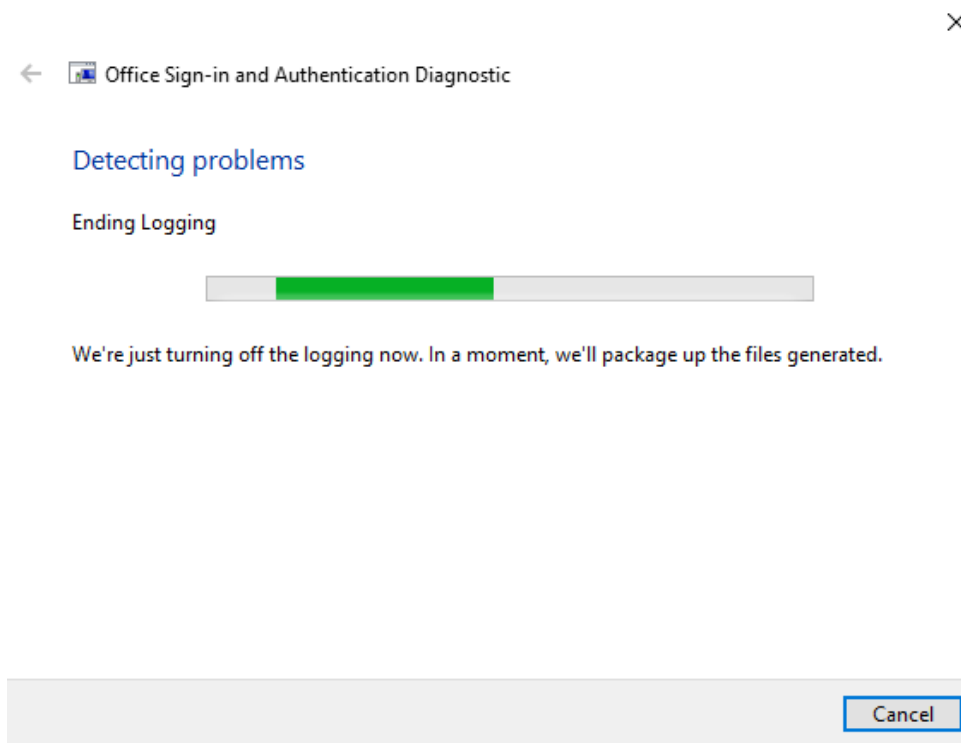
Once you have reproduced your problem, click 'Stop' below to end the log and upload the results.

→ Stop

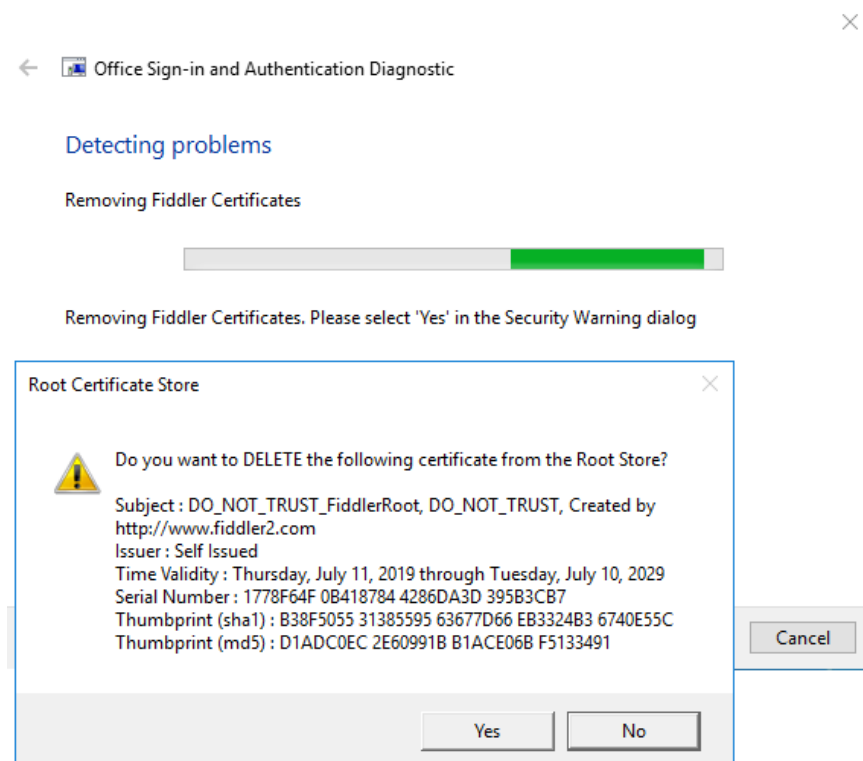
→ Continue

Cancel

## (5) End the recording

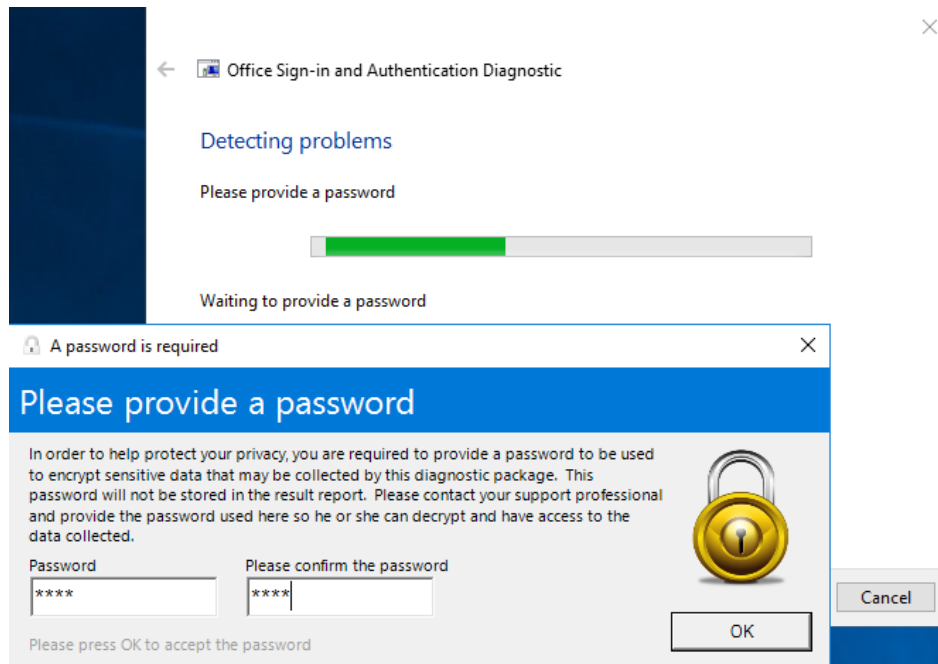


## (6) Remove the certificate (Fiddler) of the recording application



(7) Set password, e.g. default password "1234"

***If you enter a personal password, please provide it separately***

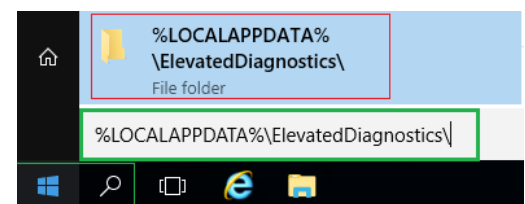


*Please send the recorded data afterwards, these are located under:*

**%LOCALAPPDATA%\ElevatedDiagnostics\**

Which automatically opens the corresponding folder below

**C:\Users\LOGIN\_NAME\AppData\Local\ElevatedDiagnostics\**



*\*in case of **multiple** recordings please check **last created folder date***

**Please Note:**

- the **logs will not appear** until you confirmed **to complete the recording** (see above).
- Please double-check and **compress as ZIP / send / attach in the ticket**
- Kindly inform us about the **password** which you have used above.

***We very much appreciate your efforts in order to resolve the issue – Thank You!***