

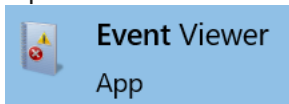
DSS009 - Collect on-prem agent Event Log

Last updated by | Keith Elmore | Apr 5, 2021 at 7:57 AM PDT

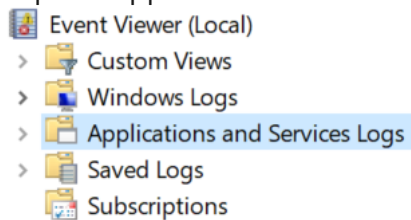
Due to compliance requirement, we cannot upload detailed trace for local agent to our telemetry (like Kusto). So if customer encountered an issue during sync, we may not have enough information to diagnosis the issue. In this case, we shall contact customer to ask for the trace of local agent.

The local agent trace is in Event Viewer on the machine where agent is installed, to get the logs you can:

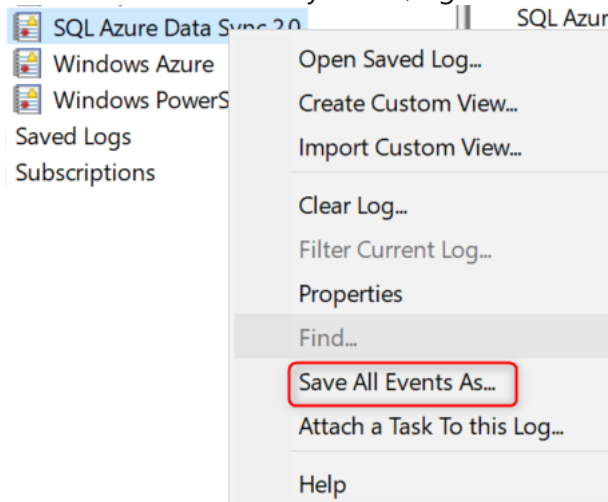
1. Open Event Viewer



2. Expand Applications and Services Logs



3. Find 'SQL Azure Data Sync 2.0', right click and select 'Save All Events As...'



4. Send us the file

How good have you found this content?

