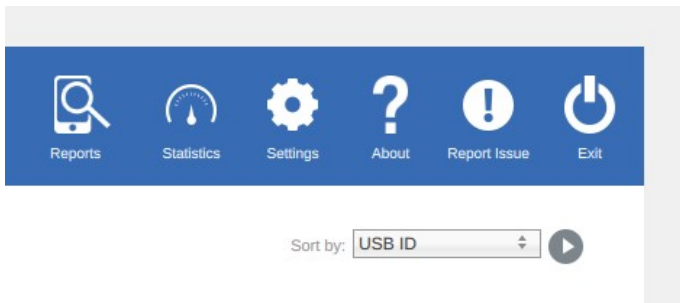


# How to collect an issue report for Blancco Mobile Diagnostics & Erasure when the Report Issue Button is not available.

Created date	Updated date	Affects version	Fix version
05 Jun 2020			

## Description

Normally when collecting an issue report to submit to Blancco Technical Support you would use the report issue button in the top right of the Blancco Mobile Diagnostics & Erasure screen.



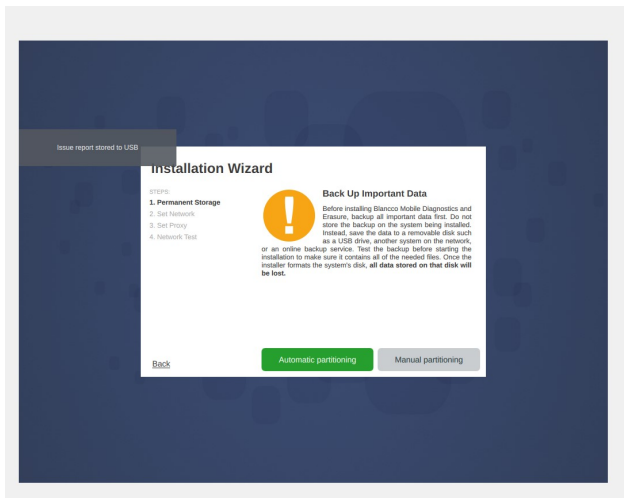
However, It is still possible to capture an issue report before the Report Issue button is available.

## Step by step instructions


To Collect the Issue Report:

1. Insert a compatible USB drive into the Blancco Mobile workstation.
2. Collect a screenshot of the error message(s) and anything you think important by pressing CTRL+P key.
3. Utilize the keypress combo of CTRL + r. To capture the issue report.

If this is successful you will see confirmation of issue report being saved to USB.



You can then eject the USB stick from the Blancco Mobile workstation. The issue report file will be saved with the title login.log-date\_time.xml For example, an issue report collected on April 8<sup>th</sup>, 2020 at 1:53:27 PM Central time would be saved as Login.Log-20200408\_135327.xml

Name	Date modified	Type	Size
 Login.Log-20200408_135327.xml	4/8/2020 1:53 PM	XML Source File	47 KB