

# How to collect Blancco Preinstall's logs

Created date	Updated date	Affects version	Fix version
09 Dec 2022		Blancco Preinstall - All Version	

## Description

Blancco Preinstall logs are detailed logs that contain additional system information and log files that can be used to understand a problem that has occurred whilst installing a Blancco Preinstall.

The log files should be a file without a file type text document and its name should be in the following format: **YYYYMMDD\_HHMMSS**.

Windows Installer handles its installations through **msiexec**. The logging options offered by this tool allow you to create different types of logs, depending on the information you need about the installation.

## Step by step instructions

By default, the MSI log file will be found at **C:\Users\<Windows User>\AppData\Local\Temp\**

### blocked URL

To manually obtain the Blancco MSI Preinstall logs while installation, use the following command from an Administrator command prompt:

1. Find out the path of the MSI file, for example, C:\MyPackage\Example.msi
2. Decide the path of the log, for example, C:\Mypackage\log\example.log
3. Open Command Prompt with admin access.
4. Go to the msi package folder path
5. Run the below command

```
msiexec /i [path-to-msi-file] /L*V! [path-to-log-output-file]
```

for example, **msiexec /i "C:\MyPackage\Example.msi" /L\*V "C:\Mypackage\log\example.log"**

6. Logs will be generated in the logs folder.
7. The **/i** parameter will launch the MSI package. After the installation is finished, the log is complete.

In order to create a log for an **uninstall** process, you can replace the **/i** parameter from the above command with **/x**.

1. Therefore, a command-line that creates a log for an uninstall can look like this:

```
msiexec /x "C:\MyPackage\Example.msi" /L*V "C:\log\example.log"
```