

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"
```