

How to create a AirID device driver log-file with Windows?

Question

How to create a AirID device driver log-file with Windows?

Answer

To create a AirID device driver log-file please follow these steps depending on version installed on your system:

Installer version 1.0.24.6 (191122) and later

Using a batch file

Logging has to be enabled first. For that purpose there are three batch files shipped with the installer located at "*C:\Program Files\certgate GmbH\AirIdSmartCardReader\util*":

- **start-logging.bat** will enable logging after a system reboot
- **stop-logging.bat** will disable logging after a system reboot
- **clear-logging.bat** will delete all previous created logfiles

Once enabled, logfiles are written to "*C:\ProgramData\certgate*". Each log is named by date and time of creation for easy identification.

Please attach the .log file(s) to your support request and also state the time at which the recorded issue occurred.

Installer before version 1.0.24.6 (191122)

Using a batch file

To create a log this .bat file can be used: [Trace.bat](#)

1. Right click the batch file and choose "run as administrator"
2. Execute the steps to reproduce the problem.
3. Press any key to stop logging.

The log will be created as an .etl file that will be written to "*c:\traceFile.etl*"

Using cmd.exe

Alternatively cmd.exe can be used to create a log file:

1. Open the command line interface as admin (cmd.exe)
2. Enter the following commands:

```
logman create trace "driver_session" -p {05C64576-BE0E-49BF-A5D4-A17395EED556} 0xffffffff 0xff  
-o c:\traceFile.etl
```

Creates a trace session named "**driver_session**" that will be written to file "**c:\traceFile.etl**"

```
logman start "driver_session"
```

Start recording a given session. Entries will be written to the file provided during session creation.

```
logman stop "driver_session"
```

Stops the recording a given session.

Please attach the .etl log file to your support request and also state the time at which the recorded issue occurred.

Related Articles

- [Download Center](#)
- [AirID & Smart Card @ MacOS](#)
- [Warranty repair - RMA \(Return Merchandise Authorisation\)](#)
- [How to create a AirID device driver log-file with Windows?](#)
- [AirID - Datasheets & Flyer](#)

Was this answer helpful?

Please rate & help us to improve our FAQ.

Your Rating:

Results:

0 rates