Collect logs from a device

When a developer's tools are misbehaving, you can ask their machine for its logs without asking them to find a folder.

Requesting

Diagnostics ? the device row ? Request logs. The button becomes "Logs requested" with a ten-minute cooldown, and the section header counts outstanding requests.

The Endpoint Suite polls roughly every two minutes, so a running machine responds within a few minutes. A machine that is off responds when it comes back.

What arrives

A bundle in the **Log bundles** table: which user and device, its size, when it was uploaded, and its expiry. Bundles are kept for **14 days** and the badge shows the remaining time.

Download fetches it.

What is in it

Event logs only — never prompt content and never secrets. Which tools were detected, what was governed, connection attempts and their errors, update checks, sync activity.

That constraint is what makes this feature safe to use routinely: you can ask any developer for logs without asking them to trust you with what they were working on.

Sharing with support

Share with support attaches a bundle to your organization's support access so we can look at it. This is explicit and per-bundle — support cannot reach into your log bundles otherwise. The row then shows "Shared with support".

Attaching the bundle to a support ticket as well gives us the context to go with it.

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