

ESET Tech Center

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Run a push install diagnostic in ESET Remote Administrator and submit it to ESET Customer Care (5.x)

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<https://support.eset.com/kb3332>

Issue

ESET technical support has requested a push install diagnostic log

Solution

A new version has been released

Version 6 of ESET Remote Administrator (ERA) and ESET business products were released in North America December 11th, 2014, and globally February 25th, 2015. This article applies to version 5.x and earlier ESET business products. For information about what's new in the latest version and how to upgrade, see the following article:

[What's new in ESET version 6 business products?](#)

1. Open the ESET Remote Administrator Console (ERAC) by clicking **Start** → **All Programs** → **ESET** → **ESET Remote Administrator Console** → **ESET Remote Administrator Console**.
2. Click the **Remote Install** tab on the bottom right.
3. Select the client workstation(s) you want to push an installation package to, right-click and then select **Diagnostics of Windows Push Installation**.



Figure 1-1
Click the image to view larger in new window

4. In the **Computers Logon Settings** window, select any client workstations that require a password to communicate with ESET Remote Administrator Server (ERAS) and then click **Set**. Type the username and password used to connect to ERAS (not your ESET-issued Username and Password, but user-created login credentials) into their respective fields, select the radio button for **Domain** or **Workgroup**, type the domain name into the appropriate field if necessary and click **OK**.



Figure 1-2

5. Give your diagnostic task a name and select whether to apply the task immediately or at a predefined time (we recommend that you apply the task immediately unless it will conflict with business operations). Click **Finish**. The diagnostic should only take a few minutes to run but may take longer if applied to a high number of client workstations.



Figure 1-3

6. Click the **Remote Install** tab at the bottom right of ESET Remote Administrator Console and then click the **Install Tasks** pane. Your diagnostic task will be displayed in the **Task Name** column.



Figure 1-4
Click the image to view larger in new window

7. Double-click the task, click the **Details** tab and click **View All Logs**.



Figure 1-5

8. Click **Copy to Clipboard**. Open a blank file in Notepad, right-click and select **Paste** from the context menu. Save the file to your Desktop.



Figure 1-6

9. Attach this file in an email reply to ESET technical support. If you do not already have a case open, [submit a support request to open a case with ESET technical support](#).

NOTE: Log files cannot be attached to your support request

If you have generated your log file before receiving an email from ESET technical support, specify that you need to submit a log in your support request. Once ESET technical support responds to your request, you will be asked to reply with your log attached.

- Tags
- [ERA 5.x](#)