

# ESET Tech Center

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## How do I export SysInspector log files from client computers in ESET Remote Administrator? (6.x)

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<https://support.eset.com/kb3692>

### Issue

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Use a client task to retrieve SysInspector log files from your client computers

Use ESET Remote Administrator version 6.2.11.0 and later [to view ESET SysInspector logs in the ERA Web Console](#)

### Solution

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1. Open ESET Remote Administrator Web Console (ERA Web Console) in your web browser and log in. [How do I open ERA Web Console?](#)
2. Click **Admin**  → **Client Tasks** → **SysInspector Log Request** and then click **New**.



**Figure 1-1**

**Click the image to view larger in new window**

3. Type a name for your new task into the **Name** field.



**Figure 1-2**

**Click the image to view larger in new window**

4. Expand the **Settings** section to configure settings for the task. Please note that **you will add Targets after the task is created**.

## ESET Remote Administrator version 6.2.11 and earlier:

Adding targets is done during task creation (for example, after adding a new task and giving it a **Name**, click **Target** to add groups or clients to the task).

5. Click **Finish** when you are finished making changes to your task.
6. Click **Create Trigger** when you are asked whether you want to add a trigger for the client task. For instructions to assign a trigger to a **Client Task** and define its targets, see the following ESET Knowledgebase article:
  - [How do I create a Trigger and add Target computers or groups to execute a Client Task? \(6.3\)](#)
7. Click **Finish** and your new task will be displayed in the **Client Tasks** window. To check the status of the task, click it and select **Details**.



**Figure 1-3**

**Click the image to view larger in new window**

8. Click the **Executions** tab. The **Last Status** column will display information about the completion of your task.



**Figure 1-4**

**Click the image to view larger in new window**

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## View ESET SysInspector logs in ERA Web Console

In ESET Remote Administrator version 6.2.11.0 and later, you can view SysInspector logs you created in steps 1 - 9 from the previous section. To view the ESET SysInspector logs, follow the instructions below:

1. Click the **Execution details** tab.
2. Click the SysInspector client task you created and then click **Open SysInspector Log Viewer** (you can also download the SysInspector log file from the same context menu or use the alternative download method below).



**Figure 2-1**

**Click the image to view larger in new window**

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## View SysInspector log files in Dashboard (alternative viewing method)

1. Click **Dashboard** and then click **Add Dashboard** and type in a name for the new dashboard.
2. Click one of the tiles and a pop-up screen will display available report templates.
3. Expand **Automation**, click **SysInspector snapshots history in last 30 days** and then click **OK**.



**Figure 3-1**

**Click the image to view larger in new window**

3. The report will be displayed. Click the task name and select **Open SysInspector Log Viewer**.

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Related articles:

[What is ESET SysInspector?](#)

Tags

ERA 6.x