

ESET Tech Center

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How do I obtain a workstation log?

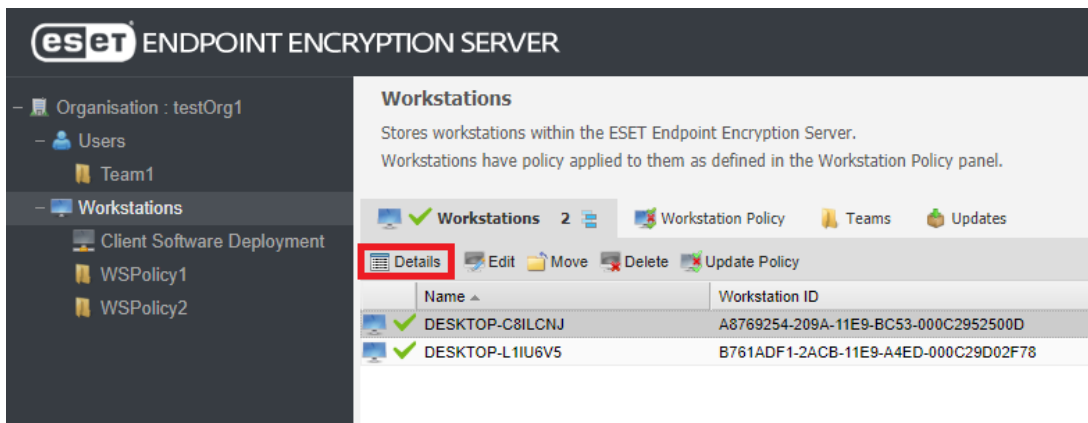
Anish | ESET Nederland - 2019-07-17 - Comments (0) - Diagnostics

You may be requested to supply a Workstation log by our support team in order to investigate a problem report.

The Workstation log is an HTML formatted file that contains information of the configuration and current status of a workstation within an Enterprise Server.

To obtain a workstation log please follow the steps below:

- Login to your ESET Endpoint Encryption (EEE) Server
- Select the **Workstations** branch of the navigation tree.
- Select the Workstation in question in the list of workstations.
- Click the **Details** button.



The screenshot shows the ESET Endpoint Encryption Server interface. The left sidebar contains a navigation tree with 'Workstations' selected. The main area displays the 'Workstations' section, which includes a table of workstations. The 'Details' button is highlighted with a red box.

Name	Workstation ID
DESKTOP-C8ILCNJ	A8769254-209A-11E9-BC53-000C2952500D
DESKTOP-L1IU6V5	B761ADF1-2ACB-11E9-A4ED-000C29D02F78

- Click the **Tools\Download Workstation Log** menu item.

The screenshot displays the ESET Endpoint Encryption Server interface. At the top, the header reads "eset ENDPOINT ENCRYPTION SERVER". Below this, the workstation name "DESKTOP-C8ILCNJ" and its ID "A8769254-209A-11E9-BC53-000C2952500D" are shown. A navigation bar includes "Workstation Details" (selected), "Activated Users", "FDE Logins", "Updates", and "Events". Below the navigation bar, there are icons for "Edit Description", "Full Disk Encryption", "Disable", and a "Tools" dropdown menu. The "Tools" menu is open, showing options: "Update Workstation Details", "Uninstall Code", "FDE Recovery Image", and "Download Workstation Log". The "Download Workstation Log" option is highlighted with a red rectangular box. The main content area has a green background and displays the following information:

Workstation Status

Full Disk Encryption Status: Encrypted
FDE Mode: Not using a TPM

Command Status: Policy is correct and no pending updates

Below the status information, the section "Workstation Details" is visible.

- When the browser offers to download a file save the downloaded file.