

ESET Tech Center

Knowledgebase > Diagnostics > How do I use ESET Log Collector?

How do I use ESET Log Collector?

Anish | ESET Nederland - 2024-02-14 - Comments (0) - Diagnostics

Issue

- How to use ESET Log Collector
- [See more information about ESET Log Collector](#)

Solution

How to use the ESET Log Collector youtube video (in Dutch): https://youtu.be/A4zuky_l-S4

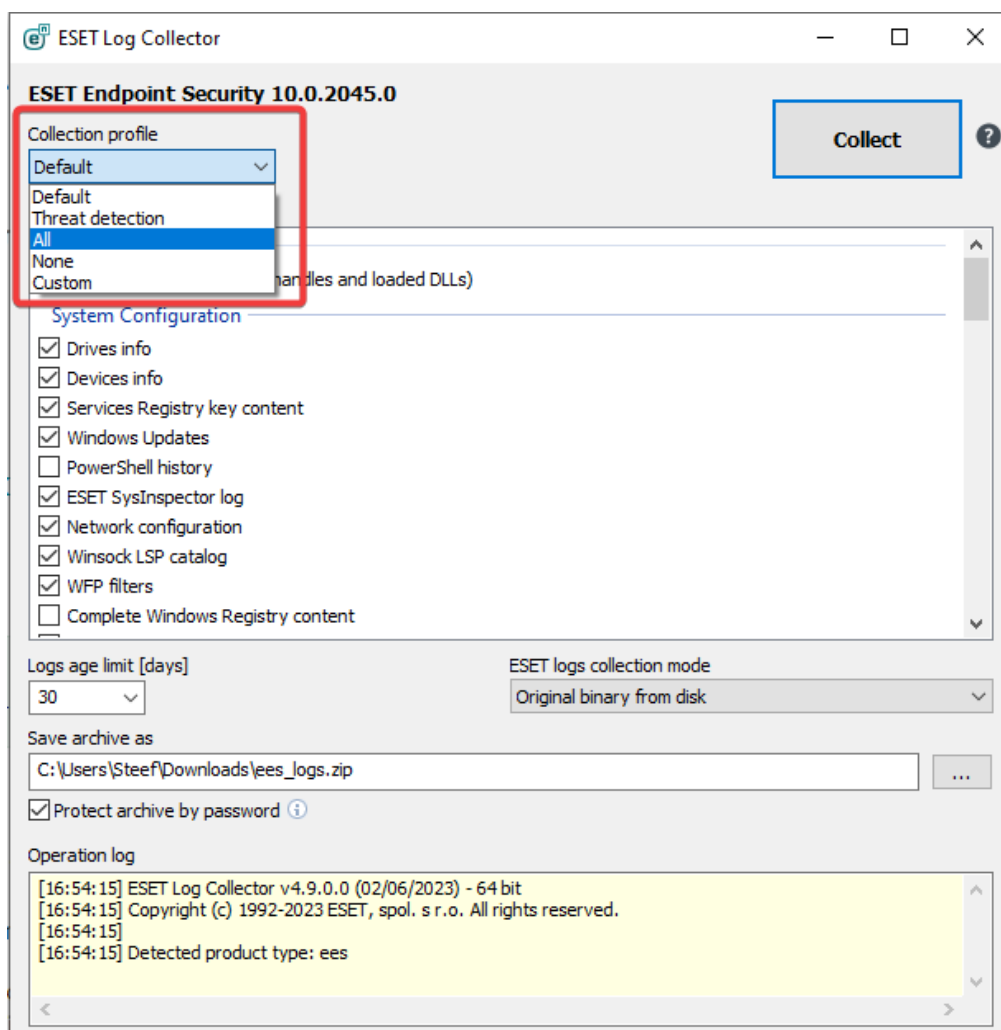
[macOS users](#) | [Linux users](#)



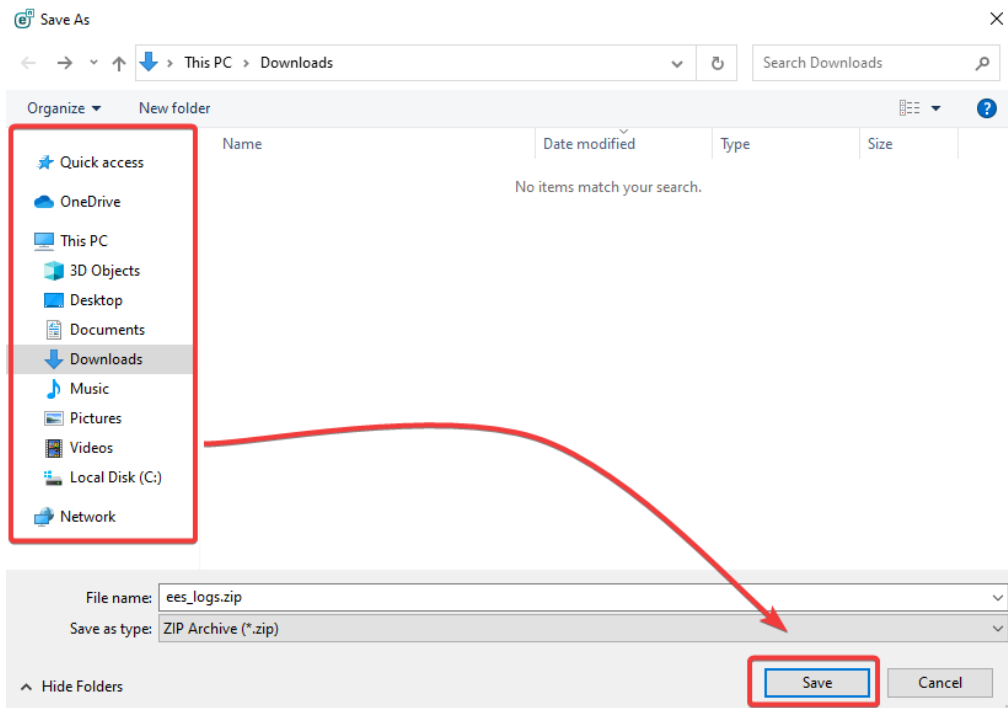
ESET PROTECT users

You can run ESET Log Collector on a remote client computer via ESET PROTECT [Diagnostics Client Task](#).

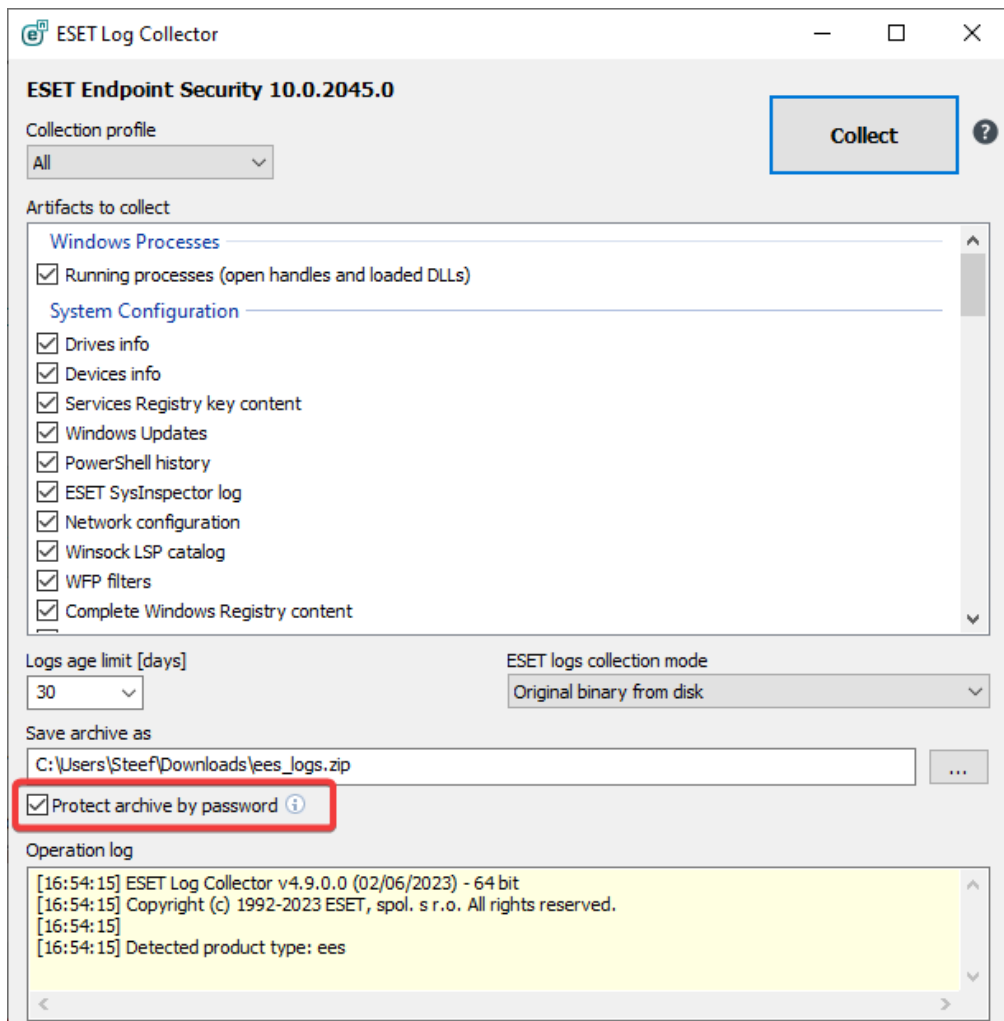
1. [Download the ESET Log Collector](#).
2. After the tool has finished downloading, double-click it to run the tool.
3. Click **I Accept** to accept the End User License Agreement (EULA).
4. Select **All** in the **Collection Profile** drop-down menu unless ESET Technical Support instructs you to select a different option. [Read more about the Collection Profile options in Online Help](#).



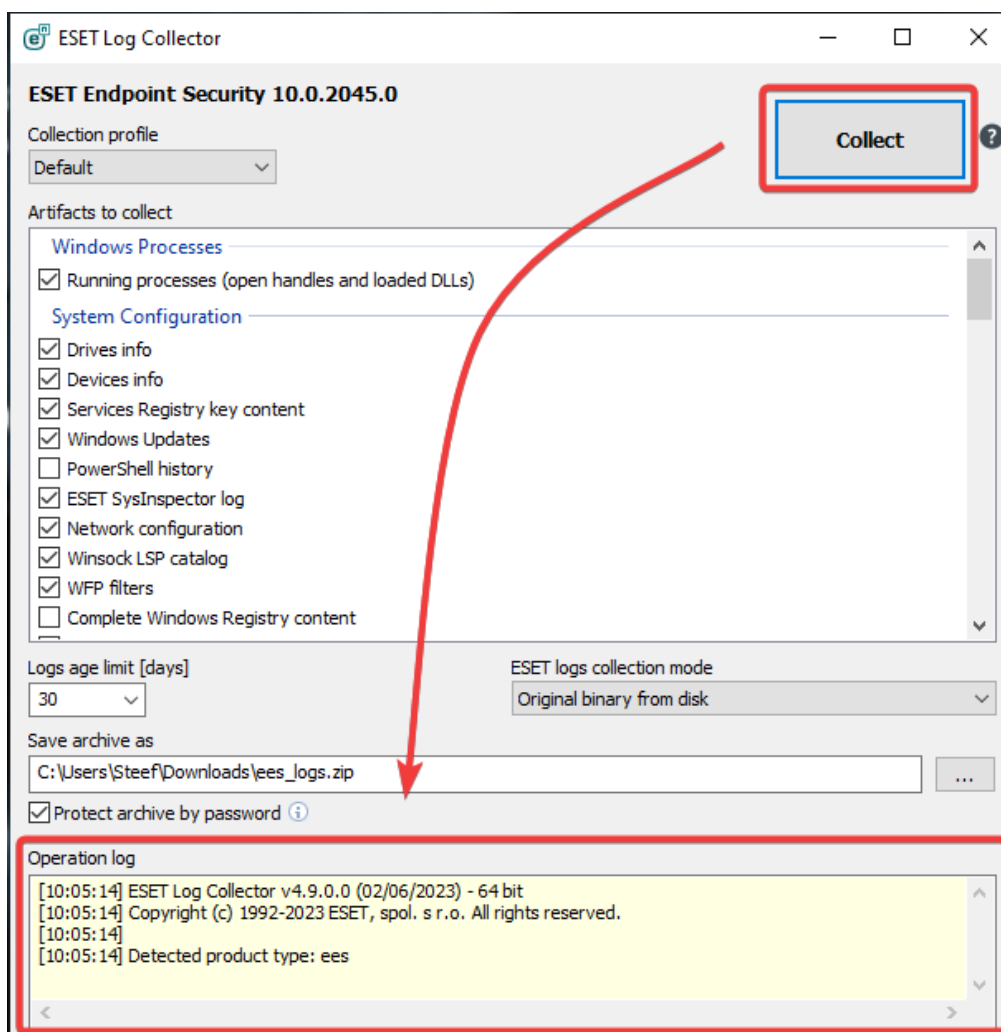
5. Click **Browse** next to **Save archive as**, specify the location where you want to save archive files and then click **Save** (the archive filename is already pre-defined).



6. We advise to use the **Protect archive by password** option, because the output could contain sensitive data.



7. Click **Collect**. The collection might take some time to complete. The **Operation Log** window will display what operation is currently in progress.



- When the collection is finished, the "Files have been collected and archived" message will be displayed. This means that the collection was successful, and the archive file (for example, ees_logs.zip) is saved in the location specified in step 6. If you already have a case open with ESET Technical Support, you can submit the log files as an email attachment when you respond to ESET. If you do not have a case open, [contact ESET Technical Support](#). If the output from the log collector is too large to e-mail, follow [this guide](#) for uploading large files.

Related Content

- [Use ESET LogCollector on macOS and send the logs to ESET Technical Support](#)
- [Create a full memory dump of a VMware virtual machine](#)
- [How do I generate a memory dump manually?](#)
- [How to create a Wireshark log](#)
- [Run the Info_get.command on a Linux machine and send the logs to ESET Technical Support](#)

- [Using tcpdump on a MacOS](#)
- [Using Process Monitor to create log files](#)
- [Using tcpdump on a Virtual Appliance](#)

Comments (0)
