

# ESET Tech Center

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## Request log files from clients in ESET Security Management Center 7.x

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### Issue

 [Home users](#)

ESET Technical Support has requested a copy of one of the following log files:

- Detected threats
- Events
- Computer scan
- HIPS
- Firewall
- Filtered websites
- Antispam protection
- Web Control

For instructions to submit a Sysinspector log, visit:

[Create a SysInspector log and submit it to ESET Technical Support for analysis](#)

### Details

#### Solution

 **Endpoint users:** [Perform these steps on individual client workstations](#)

[ERA 6.x users](#) | [ERA 5.x users](#)

### **ESET Security Management Center 7.x**

Each ESET Security Management Center component performs logging. ESMC components write information about certain events into log files. The location of log files varies depending on the component.

#### **Windows**

ESMC Server C:\ProgramData\ESET\RemoteAdministrator\Server\EraServerApplicationData\Logs\

ESMC Agent C:\ProgramData\ESET\RemoteAdministrator\Agent\EraAgentApplicationData\Logs\

## Windows

ESMC Web Console and Apache Tomcat C:\Program Files\Apache Software Foundation\Tomcat 7.0\Logs  
See also <https://tomcat.apache.org/tomcat-7.0-doc/logging.html>

Mobile Device Connector C:\ProgramData\ESET\RemoteAdministrator\MDMCore\Logs\

Rogue Detection Sensor C:\ProgramData\ESET\Rogue Detection Sensor\Logs\

Apache HTTP Proxy C:\Program Files\Apache HTTP Proxy\logs\  
C:\Program Files\Apache HTTP Proxy\logs\errorlog

Earlier Windows operating systems C:\Documents and Settings\All Users\Application Data\ESET\...

Visit the [Online Help topic](#) for log file locations in Windows, Linux, ESMC Virtual Appliance and macOS.