ESET Tech Center

Use ESET LogCollector on Mac OS and send the logs to ESET technical support

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Issue

- Unable to resolve an issue with ESET products for Mac OS

- ESET technical support has requested the logs from your Mac computer

Solution

If you are unable to upgrade to the current version of your product, or to download the latest update for your current product, ESET technical support may ask you to run the **ESET LogCollector** to create logs and send those logs so ESET technical support can troubleshoot your issue. To run this program, follow the steps below:

1. Click the link below to download the .dmg file. Save the file to your Desktop.
   - eset_logcollector.dmg
2. Double-click **eset_logcollector_en.dmg** to run the ESET LogCollector.
3. Double-click the LogCollector icon.

   Figure 1-1

4. You might be asked to confirm the opening of an application downloaded from the Internet. Click **Open**.

   Figure 1-2

5. Click **Continue**.

   Figure 1-3

[Advanced options](#)

1. Click **Replication START** when you are ready to replicate the issue.

   Figure 1-4

2. Perform the same steps that caused your issue. When you are finished click **Replication STOP**.

Figure 1-5

3. If you were able to successfully trigger the issue you want to report, click **Yes**. If you did not experience the issue during the replication process, click **No** and try to replicate your problem again. Click **Replication STOP** when you are finished.

Figure 1-6

4. Click **Collect** to create the log file.

   Password may be required

   You may be asked to enter your password used to log into the system account. Type your password and click **OK**.

Figure 1-7

5. ESET LogCollector will create a **Customer_info.tgz** file on your desktop. Click **Continue**.

Figure 1-8

6. Click **Close** to exit ESET LogCollector.

Figure 1-9

7. Attach the **Customer_info.tgz** file to an email reply to ESET Technical Support. You must have a case open to receive support from ESET technical support. [Open a case with ESET technical support](#).