ESET Tech Center

Virtual desktop infrastructure (VDI) troubleshooting

Steef | ESET Nederland - 2023-01-06 - Comments (0) - Diagnostics

Issue

- Collect ESET Log Collector (ELC) logs from the Master computer and ESET PROTECT Server

Details

If you have issues with a VDI clone, perform the steps below to collect ELC logs from the Master computer and ESET PROTECT Server for Virtual desktop infrastructure (VDI) troubleshooting.

Solution

1. [Prerequisites](#)

2. [Create a Master computer](#)

3. [Set trace verbosity on ESET PROTECT server](#)

4. [Set trace verbosity on Master computer](#)

5. [Collect ELC logs from Master computer](#)

6. [Create and deploy VDI pool](#)

7. [Collect ELC logs from ESET PROTECT Server](#)

I. Prerequisites

1. Open the ESET PROTECT Web Console in your web browser and log in.

2. [Add client computer in ESET PROTECT](#).

3. [Install ESET Management Agent](#) and connect it to the ESET PROTECT. Wait for a few (3-4) successful replications.

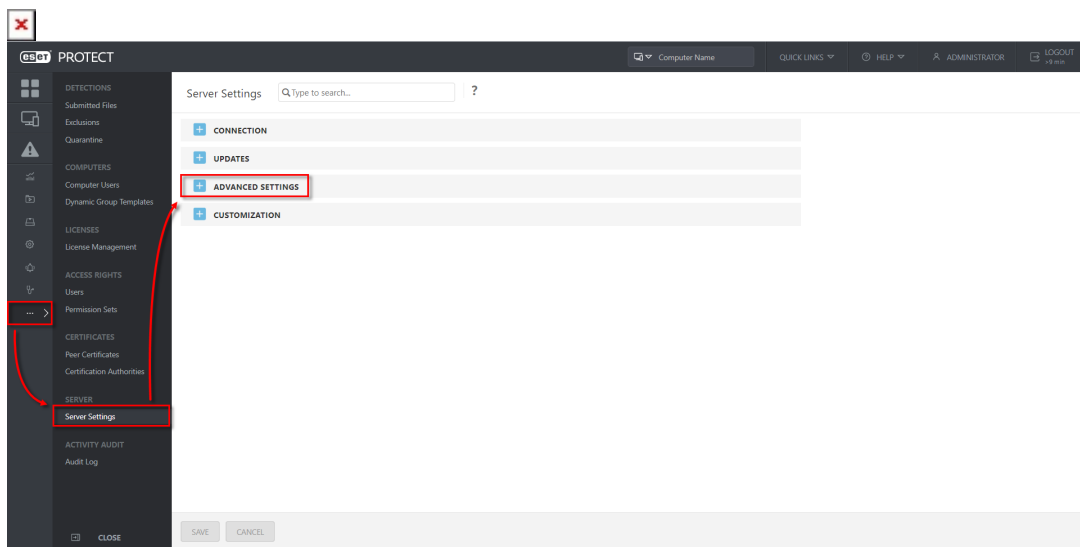## II. Create a Master computer

1. [Create a Master computer](#).

   - In step 3 of the Mark a machine as a Master computer before cloning section select **Match with existing computers** and click **Save.** Wait for a few successful replications.

[Read more about Master computer for cloning](#).

III. Set trace verbosity on ESET PROTECT Server

1. Click **More → Server Settings** and expand **Advanced Settings**.

1. Scroll down and in the **Logging** section, select **Trace** from the **Trace log verbosity** drop-down menu. Click **Save**.
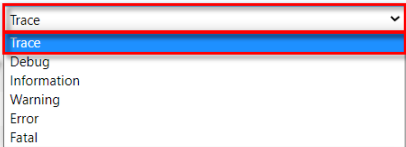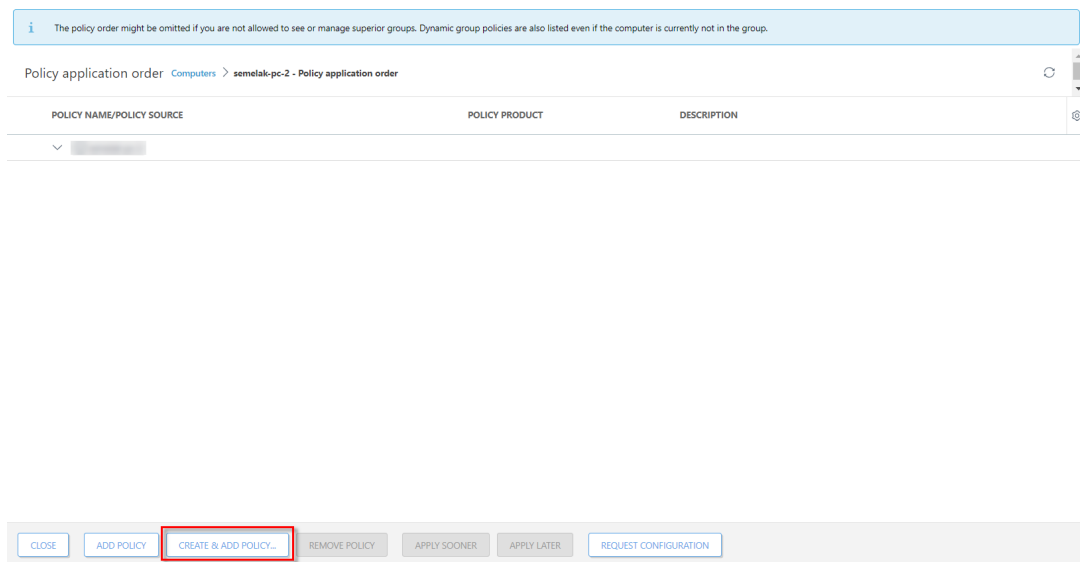

IV. Set trace verbosity on Master computer

1. Click **Computers** and select the desired Group of computers (in this example, **Windows computers**). Click the computer that you have previously marked as the Master computer in step 2 of the Set trace verbosity on ESET PROTECT Server section and click **Manage Policies**.
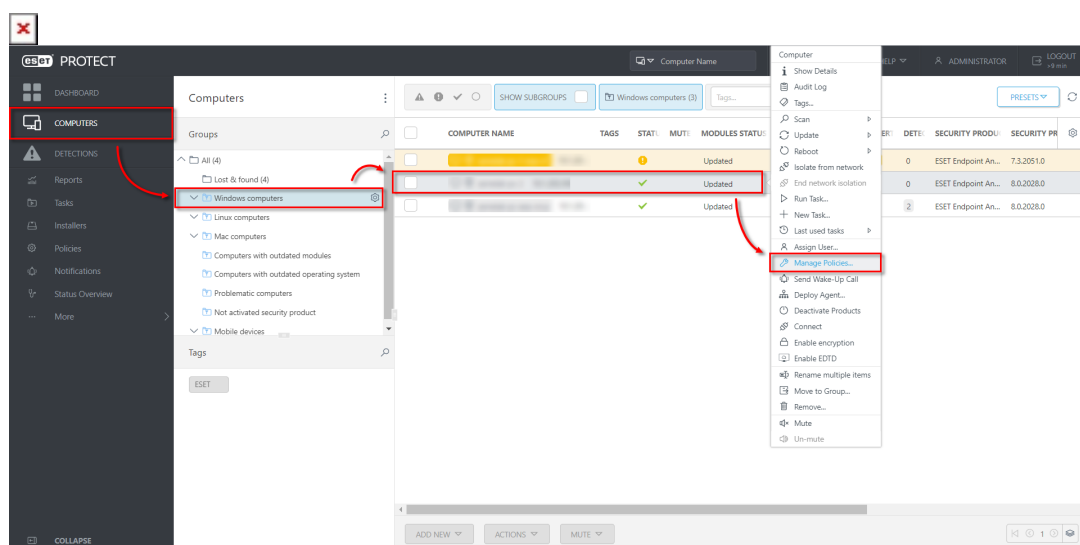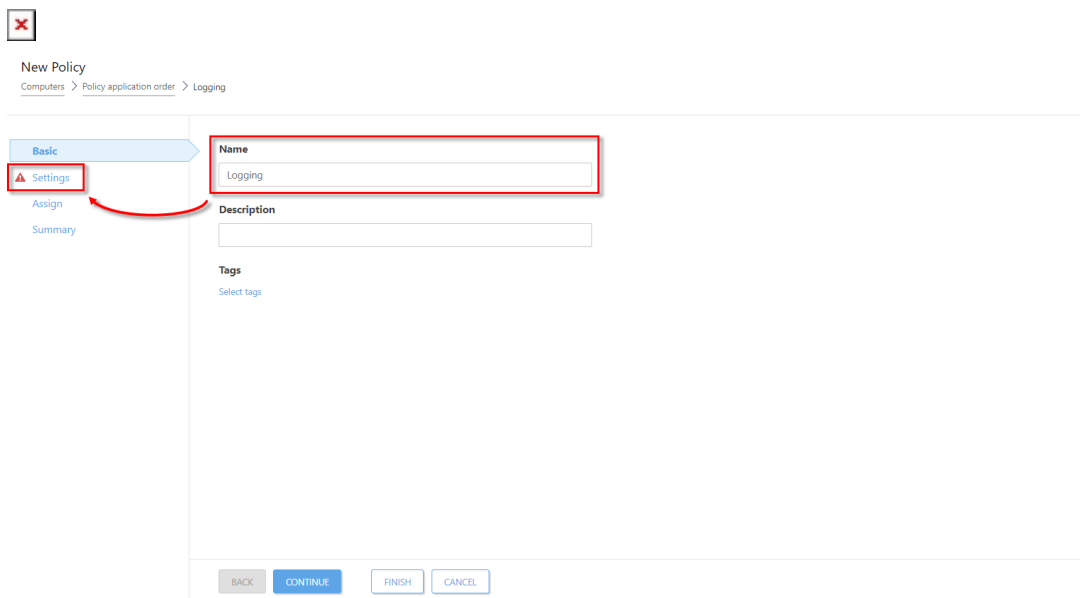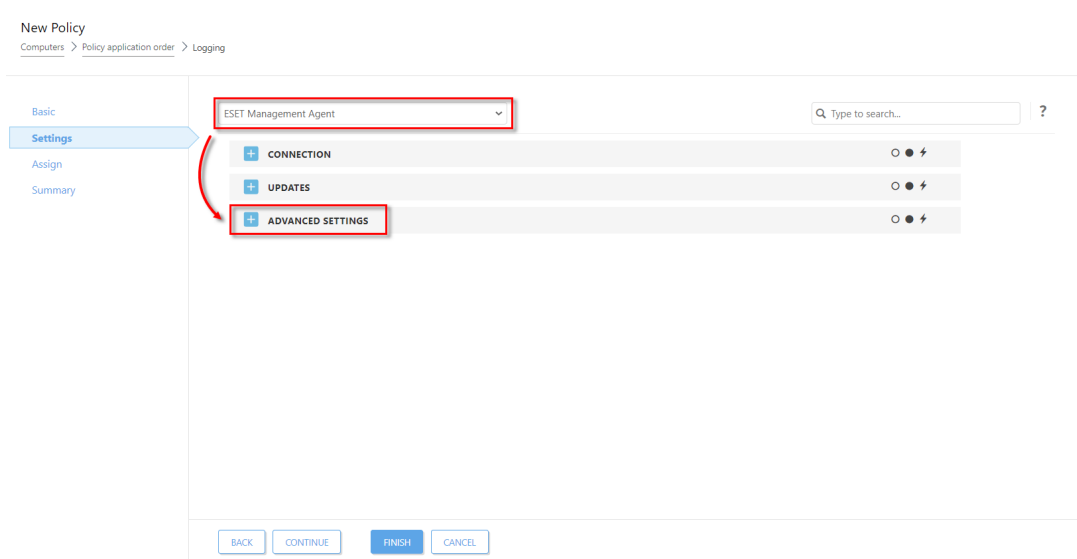

1. Click **Create & Add Policy**.

1. Type a name for a new policy in the **Name** field (the **Description** field is optional) and click **Settings**.
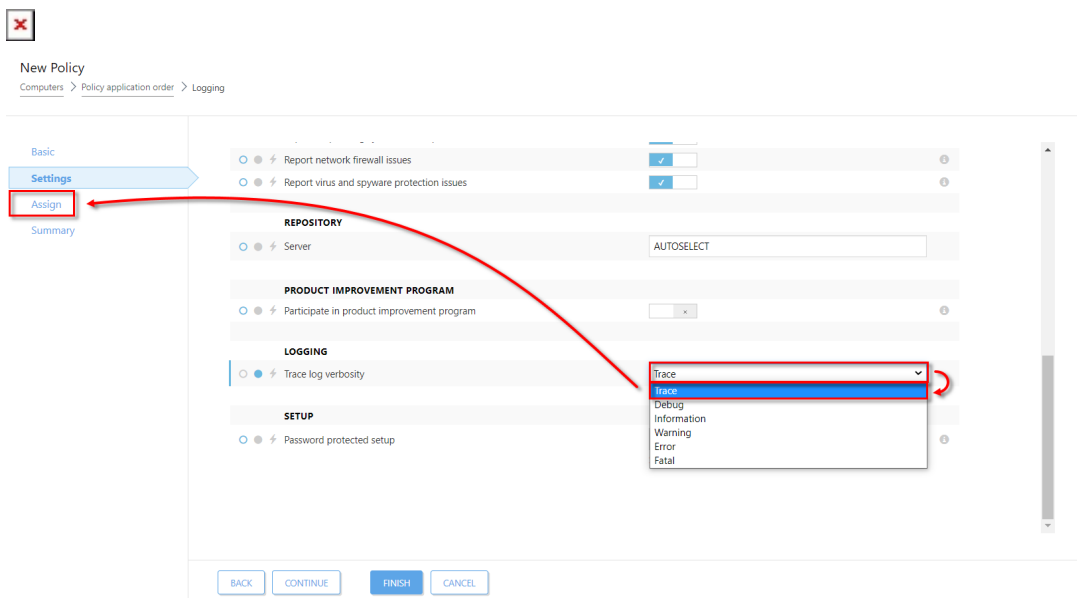

1. From the drop-down menu, select **ESET Management Agent** and then expand **Advanced Settings**.

1. Scroll down and in the **Logging** section, select **Trace** from the **Trace log verbosity** drop-down menu. Click **Assign**.

1. Click **Finish**. Your policy settings will be applied to the Master computer.

V. Collect ELC logs from Master computer

1. [Collect the ESET Log Collector logs](#) from the Master computer.

VI. Create and deploy VDI pool

1. [Create and deploy a VDI pool](#).

2. Run a few machines from the VDI pool. Wait for 3-5 replications of the Agent.

3. When an issue occurs, collect the ELC logs from the machines.

VII. Collect ELC logs from ESET PROTECT Server

1. [Collect the ESET Log Collector logs](#) from the PROTECT Server.

For more information, visit [ESET PROTECT Troubleshooting Online Help](#).