ESET Tech Center

How do I use ESET Log Collector?

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

Issue

- How to use ESET Log Collector
- See more information about ESET Log Collector

Solution

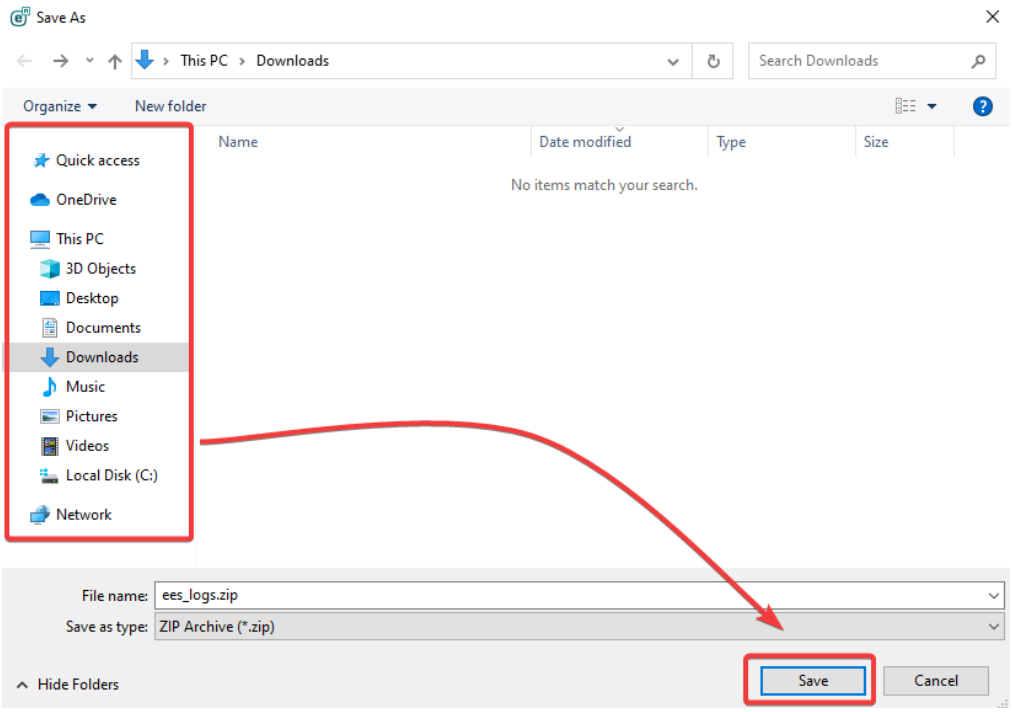
How to use the ESET Log Collector youtube video (in Dutch): https://youtu.be/A4zuky_l-S4

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.

8. 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.

Gerelateerde inhoud

- 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

Reacties (0)