ESET Tech Center

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

Anish | ESET Nederland - 2018-09-14 - Reacties (0) - ESET Security Management Center

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.

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