How do I access the ESET Remote Administrator Console "Server log" and submit it for analysis? (5.x)

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https://support.eset.com/kb3061

Issue

Viewing and saving a log file using ESET Remote Administrator Console version 5.x
ESET technical support has requested a log file

A new version has been released

Version 6 of ESET Remote Administrator (ERA) and ESET business products were released in North America December 11th, 2014, and globally February 25th, 2015. This article applies to version 5.x and earlier ESET business products. For information about what's new in the latest version and how to upgrade, see the following article:

What's new in ESET version 6 business products?

Solution

1. Open the ESET Remote Administrator Console (ERAC) by clicking **Start → All Programs → ESET → ESET Remote Administrator Console → ESET Remote Administrator Console**.
2. Click **Tools → Server Options** and then select the **Logging** tab.
3. In the "Server log" section, click **View Log**.



Figure 1-1

4. In the **Number of last lines** field, enter the number **100** and then click **Save to file**.



Figure 1-2

5. Give the log file a name in the **File name** field and then select **Text files (*txt)** from the **Save as type** drop-down menu. Click **Save**.
6. Save the .txt document to your Desktop and attach it to an email reply to ESET technical support. technical support will examine the ESET Remote Administrator log and respond with the next recommended steps to address your issue.

> ## Important!
>
> If you plan to submit a log file to technical support, you must first open a case.
>
> Open a technical support support request

- Tags
- ERA 5.x