

ESET Tech Center

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How do I create a SysInspector log and submit it to ESET technical support for analysis?

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Issue

- Create a SysInspector log and submit it to ESET technical support for analysis

Details

ESET SysInspector is a free state-of-the-art diagnostic tool that is designed to improve your technical support experience. It conducts an in-depth analysis of your computer's configuration that will provide the technical support team with important information about how to resolve the problem you are experiencing.

Solution

Are you a Mac user? [Create log files on OS X.](#)

1. Follow the steps below to download the stand-alone version of ESET SysInspector. This is to ensure that your log file is not altered by malicious software.

a. Download the appropriate version of ESET SysInspector version for [your machine](#) using one of the links below:

- [32-bit Download](#)
- [64-bit Download](#)

b. When prompted, click **Save** and save the file to your Desktop.

c. Double-click the SysInspector icon on your Desktop and click **Yes**. Read the Terms and Conditions carefully and click **I Accept**.



If you are unable to download ESET SysInspector

Use the version of ESET SysInspector that was included with your ESET product if you are not able to download the stand-alone version.

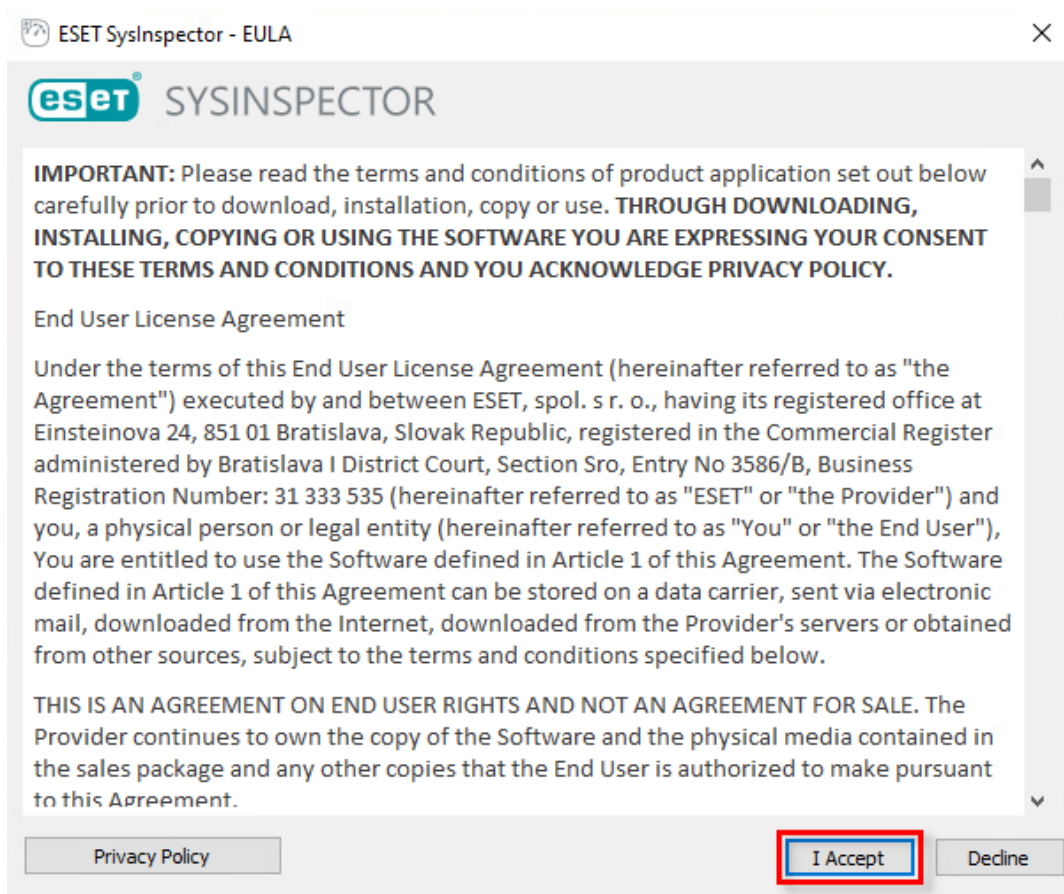


Figure 1-1

2. ESET SysInspector will take a few minutes to examine your computer and create a log.

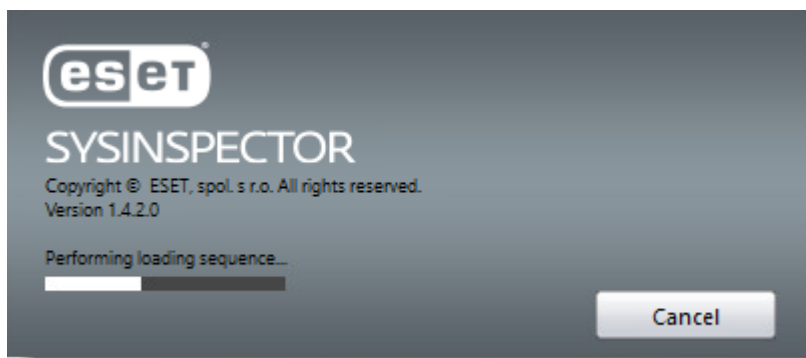
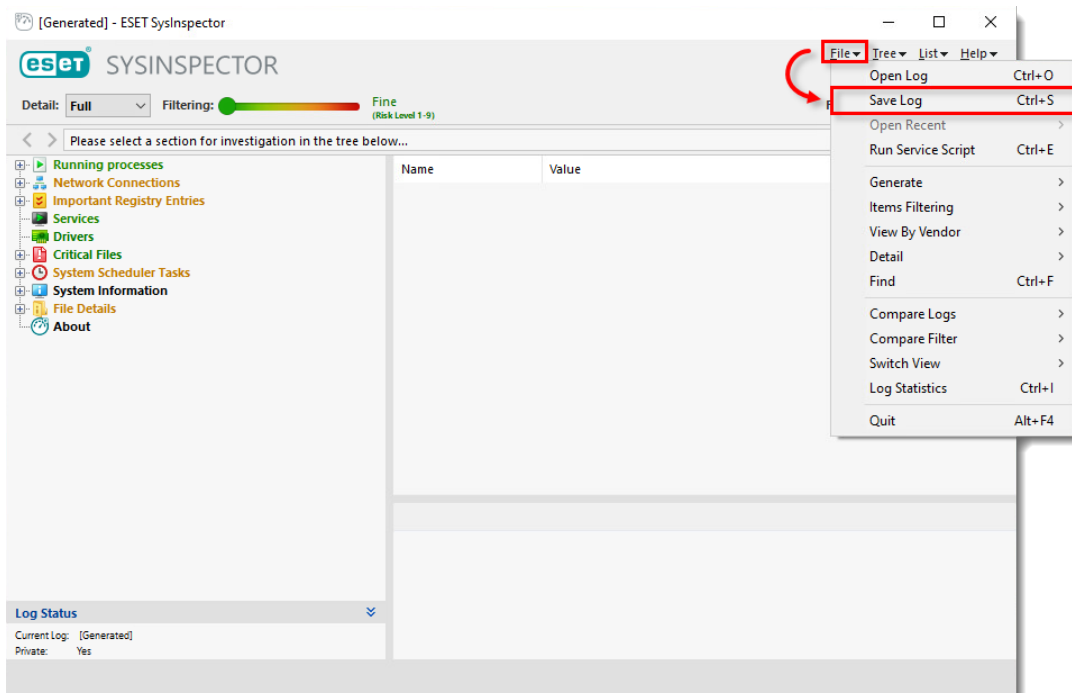


Figure 1-2

3. When the analysis is finished, the SysInspector main program window will be displayed. Click **File** → **Save Log** to save the log file. Click **Yes** if asked to confirm.



Figure

1-3

4. Click **Yes**.

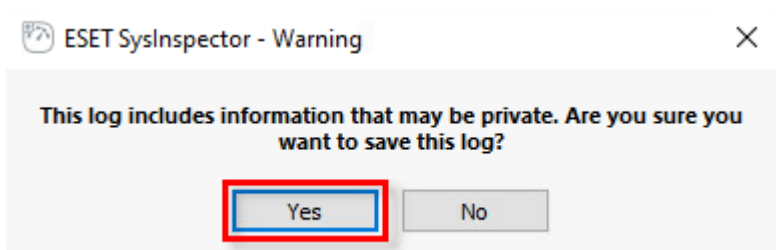



Figure 1-4

5. Select your Desktop and click **Save** to save the log file.

 **Before saving the log file**
Before you save the log file to your computer, verify that **ESET SysInspector Compressed Log (*.zip)** is selected in the **Save as type**: drop-down menu. The **file name** will be pre-populated, do not make any changes to the filename before saving.

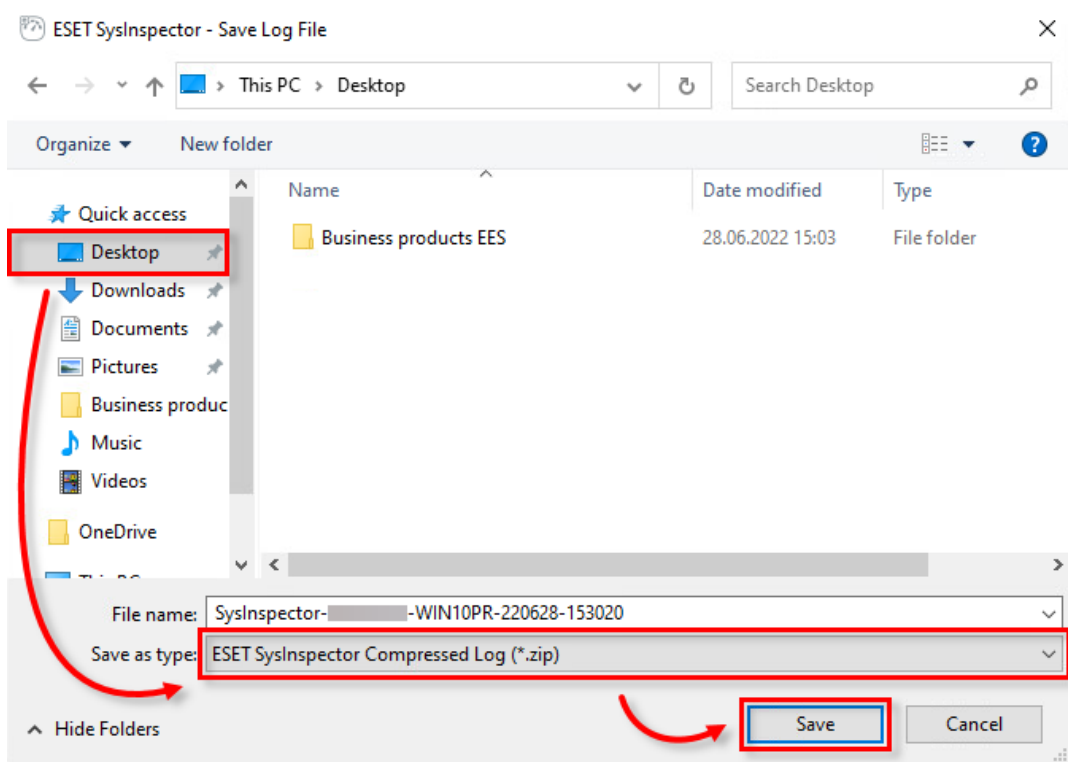


Figure 1-5

6. If you have not already done so, [open a case with ESET technical support](#) before you submit your log file.

7. Attach the zipped file to an email reply to ESET technical support. A technical support representative will examine the log and respond as soon as possible with the recommended action based on their findings. If you are unable to attach a zipped log file, change the file extension to **.file** (for example, **SysInspector.file**).