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

Lesley | ESET Nederland - 2022-08-29 - Reacties (0) - Endpoint Solutions

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.

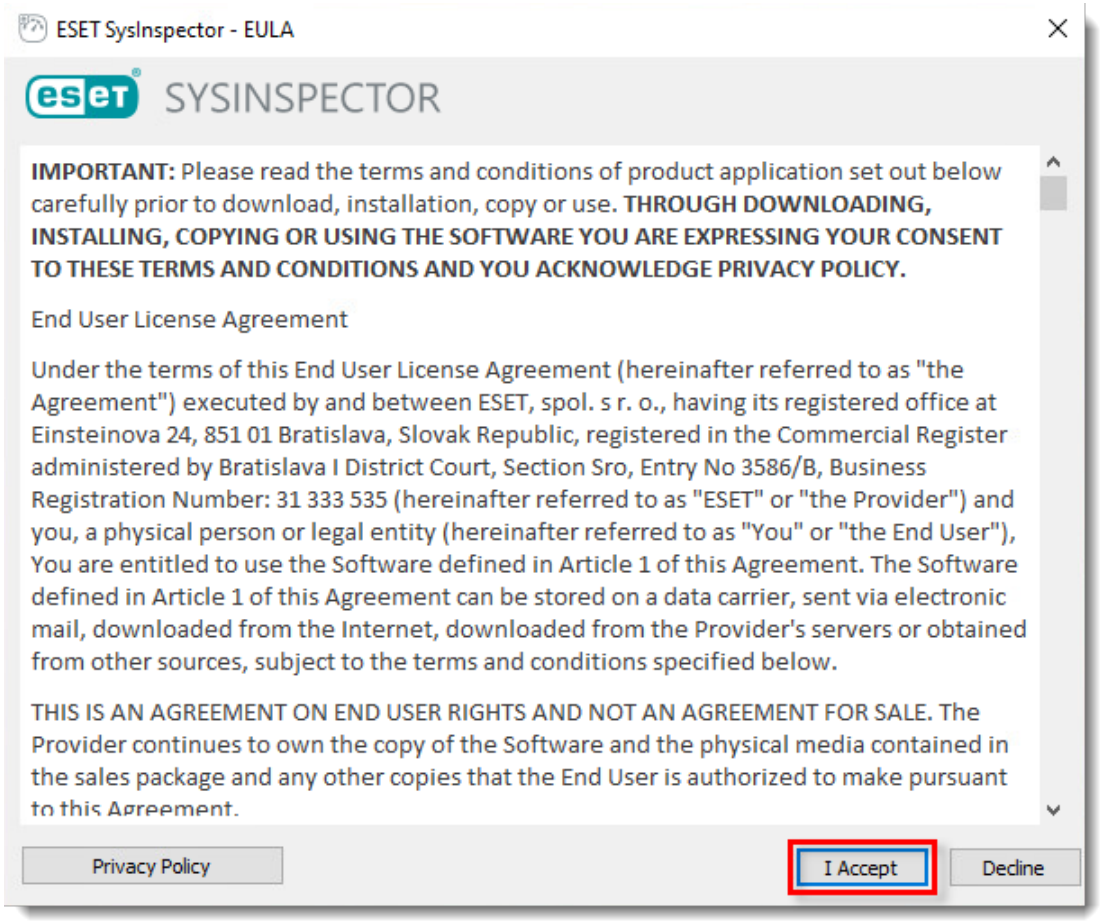


Figure 1-1

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

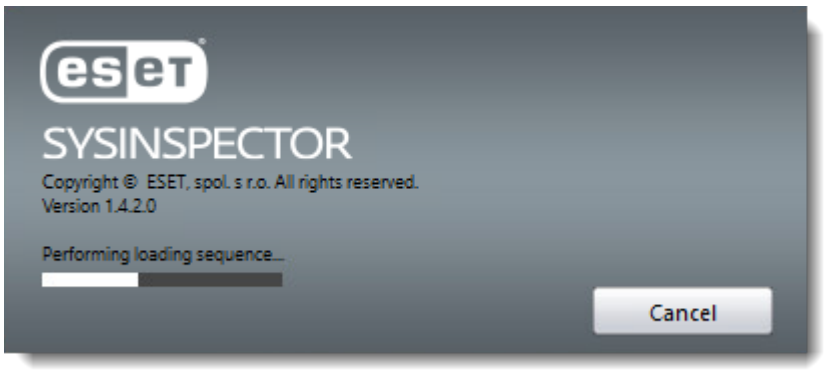


Figure 1-2

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.

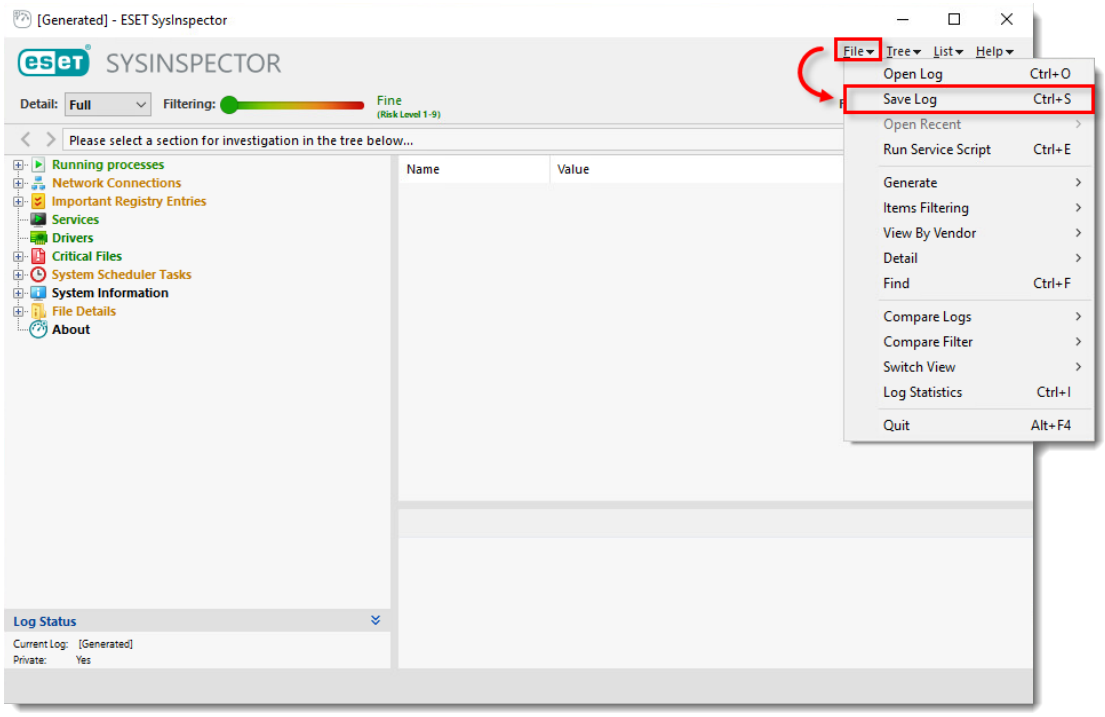


Figure 1-3

4. Click **Yes.**

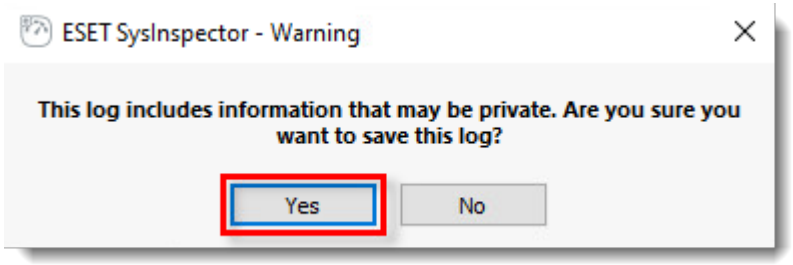


Figure 1-4

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.

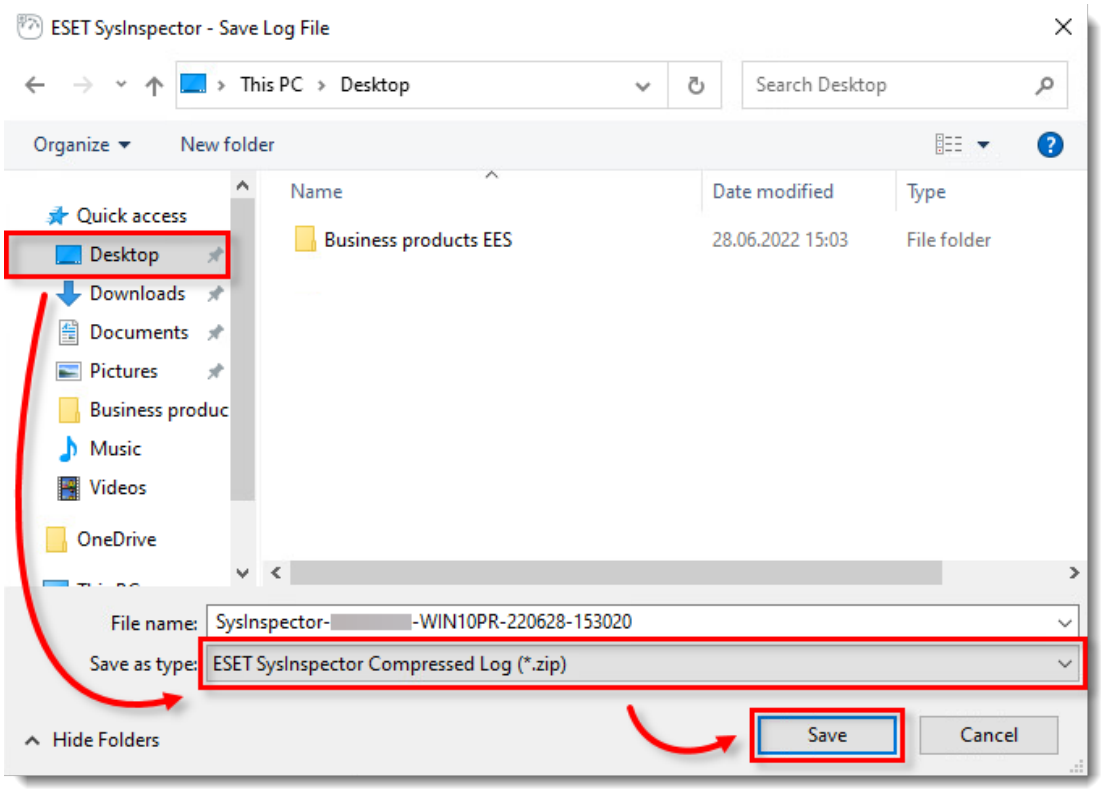


Figure 1-5

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**).