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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lssue

• 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 <u>your machine</u> using one of the links below:

- <u>32-bit Download</u>
- <u>64-bit Download</u>

b. When prompted, click $\ensuremath{\textbf{Save}}$ 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**.



🕐 ESET SysInspector - EULA



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Figure 1-1

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





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



Figure

1-3

4. Click Yes.

🔭 ESET SysInspector - Warning	×			
This log includes information that may be private. Are you sure you want to save this log?				
Yes	No			

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.

🕅 ESET SysInspector - Save Log File		×	
\leftarrow \rightarrow \checkmark \uparrow \blacksquare \rightarrow This PC \rightarrow Desktop \checkmark \eth	Search Desktop	م ر	
Organize 👻 New folder		EE - ?	
A Name	Date modified	Туре	
Business products EES	28.06.2022 15:03	File folder	
Downloads 🖈			
🔮 Documents 🖈			
📰 Pictures 🖈			
Business produc			
h Music			
Videos			
OneDrive			
- T - DC		>	
File name: SysInspector		~	
Save as type: ESET SysInspector Compressed Log (*.zip) 🗸 🗸			
∧ Hide Folders	Save	Cancel	

Figure 1-5

6. If you have not already done so, <u>open a case with ESET technical support</u> 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**).