ESET Tech Center

How do I export SysInspector log files from client computers in ESET Remote Administrator? (6.x)

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https://support.eset.com/kb3692

Issue

Use a client task to retrieve SysInspector log files from your client computers
Use ESET Remote Administrator version 6.2.11.0 and later to view ESET SysInspector logs in the ERA Web Console

Solution

1. Open ESET Remote Administrator Web Console (ERA Web Console) in your web browser and log in. How do I open ERA Web Console?

2. Click **Admin** ☒ → **Client Tasks** → **SysInspector Log Request** and then click **New**.

Figure 1-1

Click the image to view larger in new window

3. Type a name for your new task into the **Name** field.

Figure 1-2

Click the image to view larger in new window

4. Expand the **Settings** section to configure settings for the task. Please note that **you will add Targets after the task is created**.

5. Click **Finish** when you are finished making changes to your task.

6. Click **Create Trigger** when you are asked whether you want to add a trigger for the client task. For instructions to assign a trigger to a **Client Task** and define its targets, see the following ESET Knowledgebase article:

    • How do I create a Trigger and add Target computers or groups to execute a Client Task? (6.3)

7. Click **Finish** and your new task will be displayed in the **Client Tasks** window. To check the status of the task, click it and select **Details.**

Figure 1-3

Click the image to view larger in new window

8. Click the **Executions** tab. The **Last Status** column will display information about the completion of your task.

Figure 1-4

Click the image to view larger in new window

View ESET SysInspector logs in ERA Web Console

In ESET Remote Administrator version 6.2.11.0 and later, you can

view SysInspector logs you created in steps 1 – 9 from the previous section. To view the ESET SysInspector logs, follow the instructions below:

1. Click the **Execution details** tab.

2. Click the SysInspector client task you created and then click **Open SysInspector Log Viewer** (you can also download the SysInspector log file from the same context menu or use the alternative download method below).

Figure 2-1

Click the image to view larger in new window

View SysInspector log files in Dashboard (alternative viewing method)

1. Click **Dashboard** and then click **Add Dashboard** and type in a name for the new dashboard.

2. Click one of the tiles and a pop-up screen will display available report templates.

3. Expand **Automation**, click **SysInspector snapshots history in last 30 days** and then click **OK**.

Figure 3-1

Click the image to view larger in new window

3. The report will be displayed. Click the task name and select **Open SysInspector Log Viewer**.

Related articles:

[What is ESET SysInspector?](#)