

ESET Tech Center

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How do I obtain a workstation log?

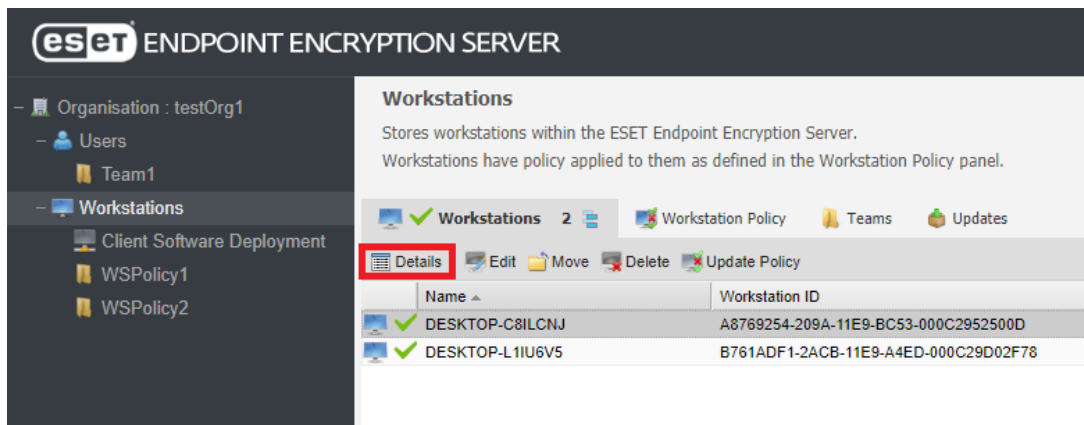
Anish | ESET Nederland - 2019-07-17 - Reacties (0) - Diagnostics

You may be requested to supply a Workstation log by our support team in order to investigate a problem report.

The Workstation log is an HTML formatted file that contains information of the configuration and current status of a workstation within an Enterprise Server.

To obtain a workstation log please follow the steps below:

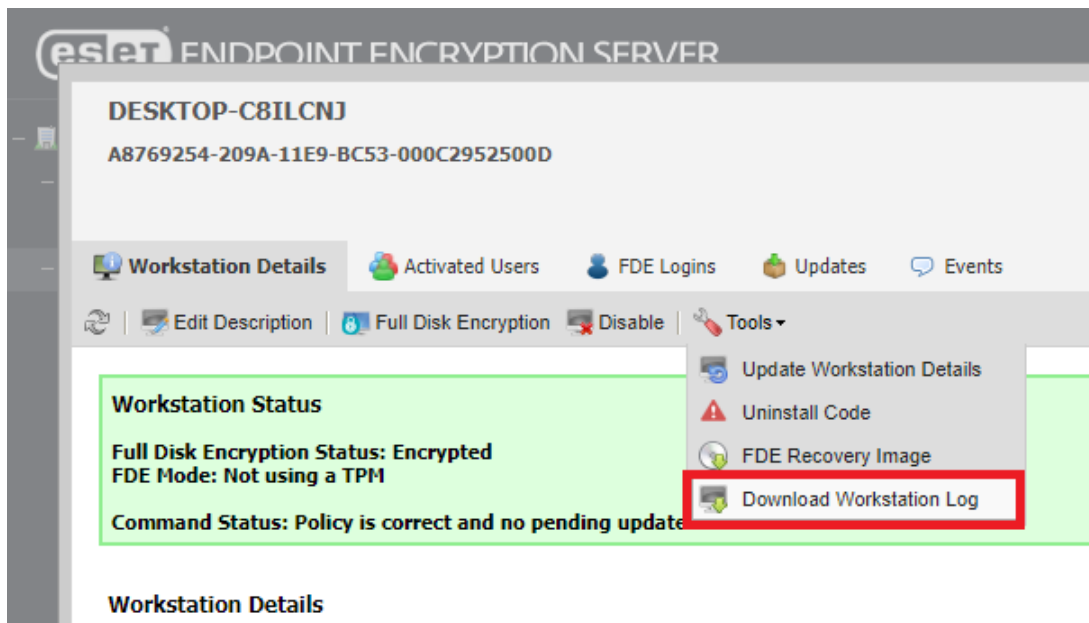
- Login to your ESET Endpoint Encryption (EEE) Server
- Select the **Workstations** branch of the navigation tree.
- Select the Workstation in question in the list of workstations.
- Click the **Details** button.



The screenshot shows the ESET Endpoint Encryption Server interface. The left sidebar contains a navigation tree with the following items: Organisation : testOrg1, Users, Team1, Workstations (selected), Client Software Deployment, WSPolicy1, and WSPolicy2. The main content area is titled 'Workstations' and includes a description: 'Stores workstations within the ESET Endpoint Encryption Server. Workstations have policy applied to them as defined in the Workstation Policy panel.' Below the description is a toolbar with icons for Workstations (2), Workstation Policy, Teams, and Updates. A secondary toolbar contains icons for Details (highlighted with a red box), Edit, Move, Delete, and Update Policy. At the bottom, there is a table with two columns: Name and Workstation ID.

Name	Workstation ID
DESKTOP-C8ILCNJ	A8769254-209A-11E9-BC53-000C2952500D
DESKTOP-L1IU6V5	B761ADF1-2ACB-11E9-A4ED-000C29D02F78

- Click the **Tools\Download Workstation Log** menu item.



- When the browser offers to download a file save the downloaded file.