How to collect ESET Secure Authentication logs

Mitchell | ESET Nederland - 2021-11-12 - Reacties (0) - Diagnostics

When installing or updating ESET Secure Authentication (ESA), logs are created in "*%ProgramData%\ESET Secure Authentication*". If you experience issues when using ESA, it is convenient to genereate detailed logs.

1. In the %ProgramData%\ESET Secure Authentication\logs folder, create a **loglevel.txt** file.
2. Edit the file, type trace and save changes.
3. Open Windows Task Manager, click **Services**.
4. Find and restart the following **Service** (if present)
    - Find and right-click **ESACore**, select **Restart**.
    - Find and right-click **ESACpProxy**, select **Restart**.
    - Find and right-click **ESARadius**, select **Restart**.
    - Find and right-click **ESANtlmProxy**, select **Restart**.
5. Replicate the issues you experienced.

Repeat the steps from above also on the machine where an issue-related ESA component is installed.

If ESET Technical Support asks you to provide logs use ESET Log Collector to collect the information required.

Submit logs from the ESET Secure Authentication (ESA) mobile application

1. Open the ESA moblie application, tap **Menu** > **About**.
2. Tap the text in the **About** screen five times to initialize log collection. Action buttons will display but are unavailable during this time.
3. When log collection is complete, action buttons will become available. To send information to our support team via your default mail application, tap **Share info**. To paste the information in a custom mail application, tap **Copy info to clipboard**.