

ESET Tech Center

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Anish | ESET Nederland - 2018-09-14 - Reacties (0) - ESET Security Management Center

Issue

 [Home users](#)

ESET Technical Support has requested a copy of one of the following log files:

- Detected threats
- Events
- Computer scan
- HIPS
- Firewall
- Filtered websites
- Antispam protection
- Web Control

For instructions to submit a Sysinspector log, visit:

[Create a SysInspector log and submit it to ESET Technical Support for analysis](#)

Details

Solution

 **Endpoint users:** [Perform these steps on individual client workstations](#)

[ERA 6.x users](#) | [ERA 5.x users](#)

ESET Security Management Center 7.x

Each ESET Security Management Center component performs logging. ESMC components write information about certain events into log files. The location of log files varies depending on the component.

Windows

ESMC Server C:\ProgramData\ESET\RemoteAdministrator\Server\EraServerApplicationData\Logs\

ESMC Agent C:\ProgramData\ESET\RemoteAdministrator\Agent\EraAgentApplicationData\Logs\

Windows

ESMC
Web
Console
and
Apache
Tomcat

C:\Program Files\Apache Software Foundation\Tomcat 7.0\Logs
See also <https://tomcat.apache.org/tomcat-7.0-doc/logging.html>

Mobile
Device
Connector

C:\ProgramData\ESET\RemoteAdministrator\MDMCore\Logs\

Rogue
Detection
Sensor

C:\ProgramData\ESET\Rogue Detection Sensor\Logs\

Apache
HTTP
Proxy

C:\Program Files\Apache HTTP Proxy\logs\
C:\Program Files\Apache HTTP Proxy\logs\errorlog

Earlier
Windows
operating
systems

C:\Documents and Settings\All Users\Application Data\ESET\...

Visit the [Online Help topic](#) for log file locations in Windows, Linux, ESMC Virtual Appliance and macOS.