ESET Tech Center

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Use ESET LogCollector on macOS and send the logs to ESET Technical Support

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Issue

- Unable to resolve an issue with ESET products for macOS
- ESET Technical Support has requested the logs from your macOS computer

Solution

If you are unable to upgrade to the current version of your product, or to download the latest update for your current product, ESET technical support may ask you to run the **ESET LogCollector** to create logs and send those logs so ESET technical support can troubleshoot your issue. To run this program, follow the steps below:

1. Click the link below to download the .dmg file. Save the file to your Desktop.

- <u>eset_logcollector.dmg</u>
- 2. Double-click **eset_logcollector.dmg** to run the ESET LogCollector.
- 3. Double-click the LogCollector icon.

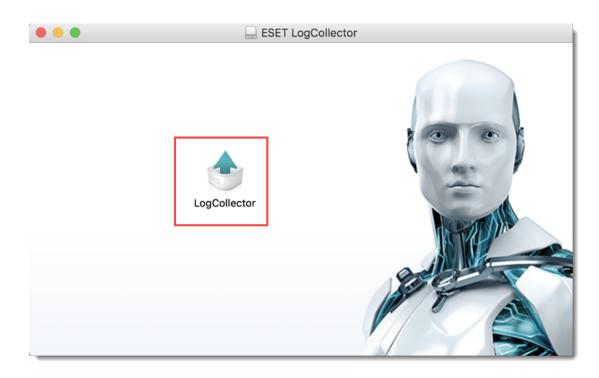


Figure 1-1

 $\label{eq:constraint} 4. \ \mbox{You might be asked to confirm the opening of an application downloaded from the Internet. Click {\bf Open}. }$

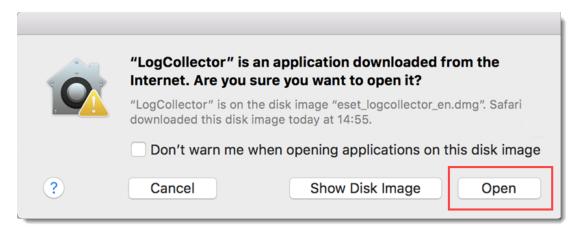
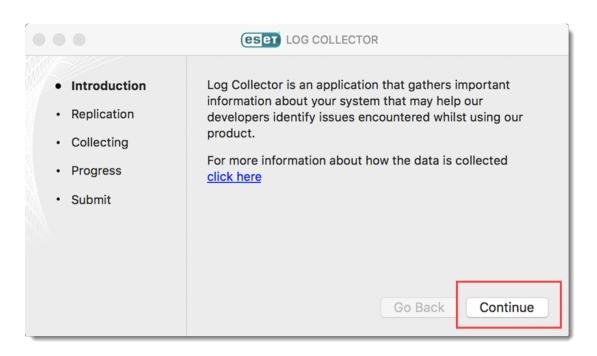


Figure 1-2

5. Click Continue.





- 6. Click the gear button to access the advanced options.
- 7. Select check boxes as instructed by ESET Customer Support and click **Done**.
- 8. Click **Replication START** when you are ready to replicate the issue.

•••	(CSET) LOG COLLECTOR
 Introduction Replication Collecting Progress Submit 	Please press 'Replication START'.
	Go Back Replication START



9. Perform the same steps that caused your issue. When you are finished click **Replication STOP.**

	(eset) LOG COLLECTOR
 Introduction Replication Collecting Progress Submit 	Please press 'Replication START'.
	Go Back Replication START



10. If you were able to successfully trigger the issue you want to report, click **Yes**. If you did not experience the issue during the replication process, click **No** and try to replicate your problem again. Click **Replication STOP** when you are finished.

	CSET LOG COLLECTOR
 Introduction Replication Collecting Progress Submit 	Please press 'Replication START'. Follow all the steps leading to your problem and then stop the replication. Go Back Replication STOP
	Go Back Replication STOP



11. Click **Collect** to create the log file.

Password may be required

You may be asked to type your password that is used to log into the system account. Type your password and click **OK**.

0	•	LOG COLLECTOR
	Int	Did you experience the problem you are reporting to support team?
•	Re Co	Please collect the logs immediately after the problem occured. It helps us to better understand the problem.
•	Pro	No
	Submit	
		Go Back Replication STOP

Figure 1-7

Introduction
 Replication
 Collecting
 Progress
 Submit

Progress
Progress
Collecting
Collection
Collection
Progress
Collection

12. ESET LogCollector will create a **Customer_info.zip** file on your desktop. Click **Continue**.



13. Click **Close** to exit ESET LogCollector.

	(ESET) LOG COLLECTOR
 Introduction Replication Collecting Progress Submit 	Collecting necessary files. Please be patient, it may take a while Collecting disklogs Collecting 3rd party SW Collecting products logs Collecting logs3 Collecting obsolete path logs Packing data Finished!
	Go Back Continue



14. Attach the **Customer_info.zip** file to an email reply to ESET Technical Support. You must have a case open to receive support from ESET technical support. <u>Open a case with ESET technical support</u>.

Reduce log file size

To make the log file smaller you can create the log file without product logs. Follow the steps below:

- 1. Double-click eset_logcollector.dmg.
- 2. Open **Terminal**.
- 3. Type cd /Volumes/ESET\ LogCollector/LogCollector.app/Contents/Resources and press Enter.
- 4. Type sudo bash info_get --no-productlogs and press Enter.
- 5. Type in your administrator password and press Enter.

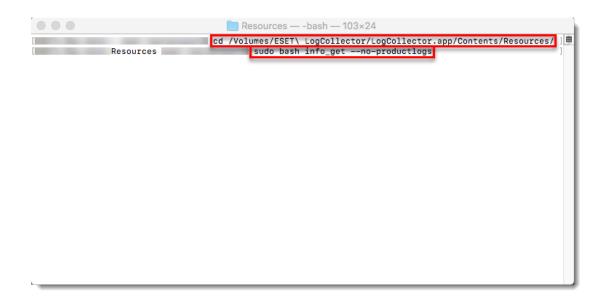


Figure 1-10

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• How do I use ESET Log Collector?