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

Mitch | ESET Nederland - 2025-02-03 - Reacties (0) - Diagnostics

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.

- eset_logcollector.dmg

2. Double-click **eset_logcollector.dmg** to run the ESET LogCollector.

3. Double-click the LogCollector icon.

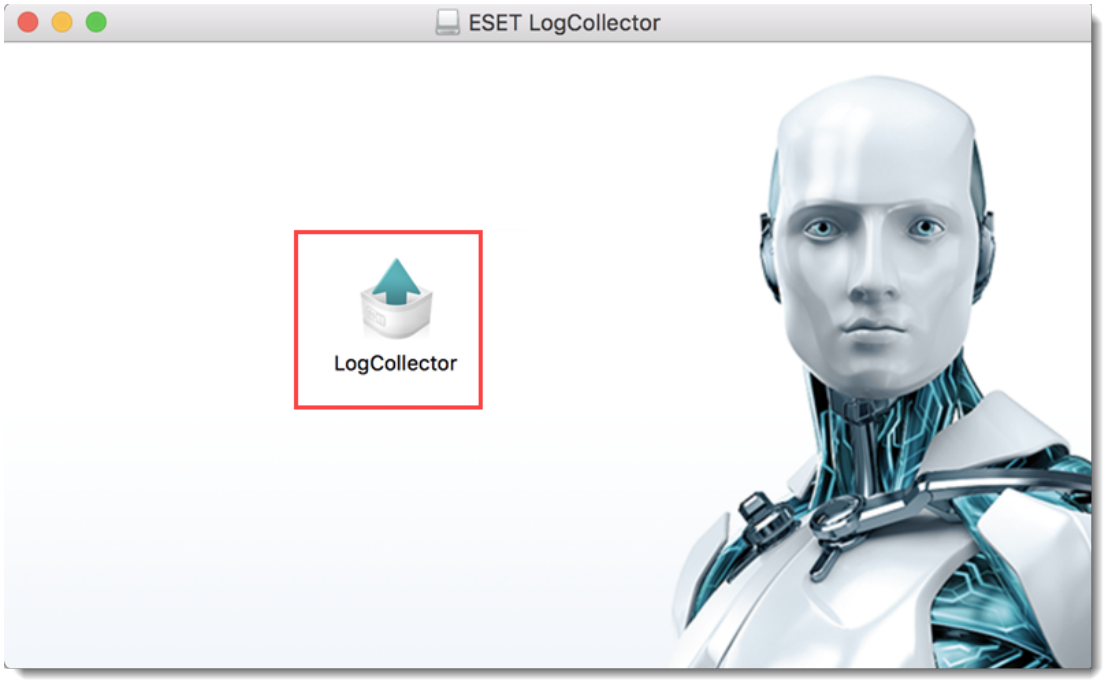

Figure 1-1

4. You might be asked to confirm the opening of an application downloaded from the Internet. Click **Open**.

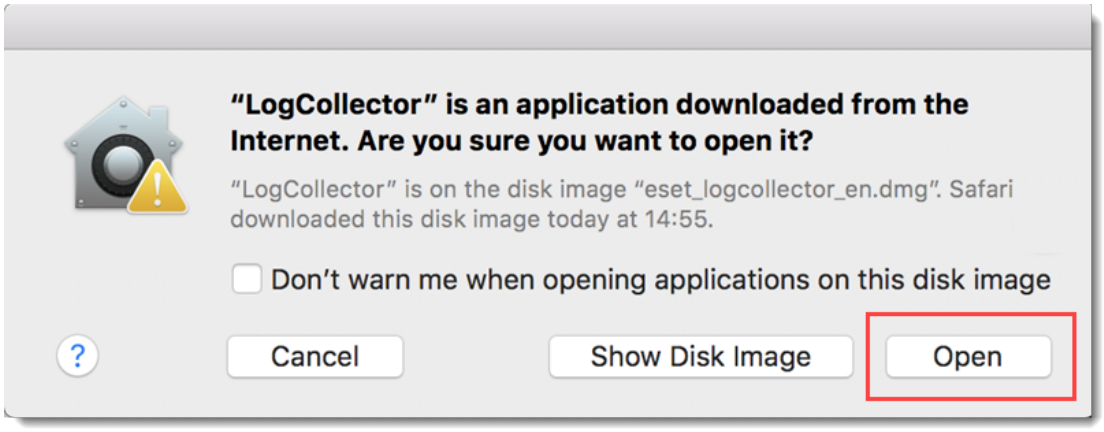

Figure 1-2

5. Click **Continue**.

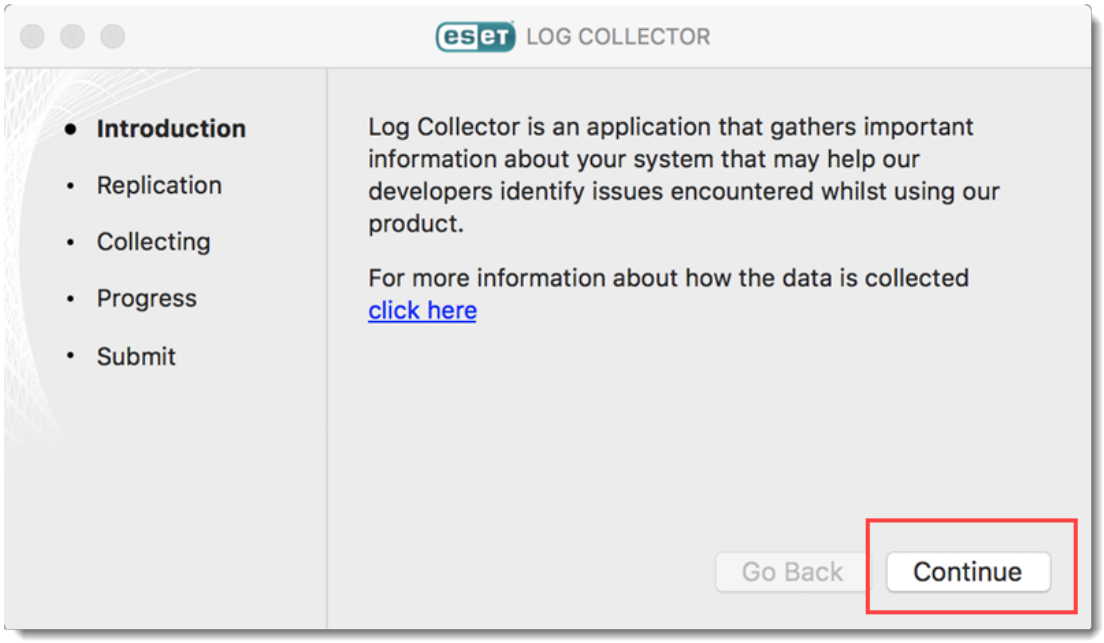

Figure 1-3

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.

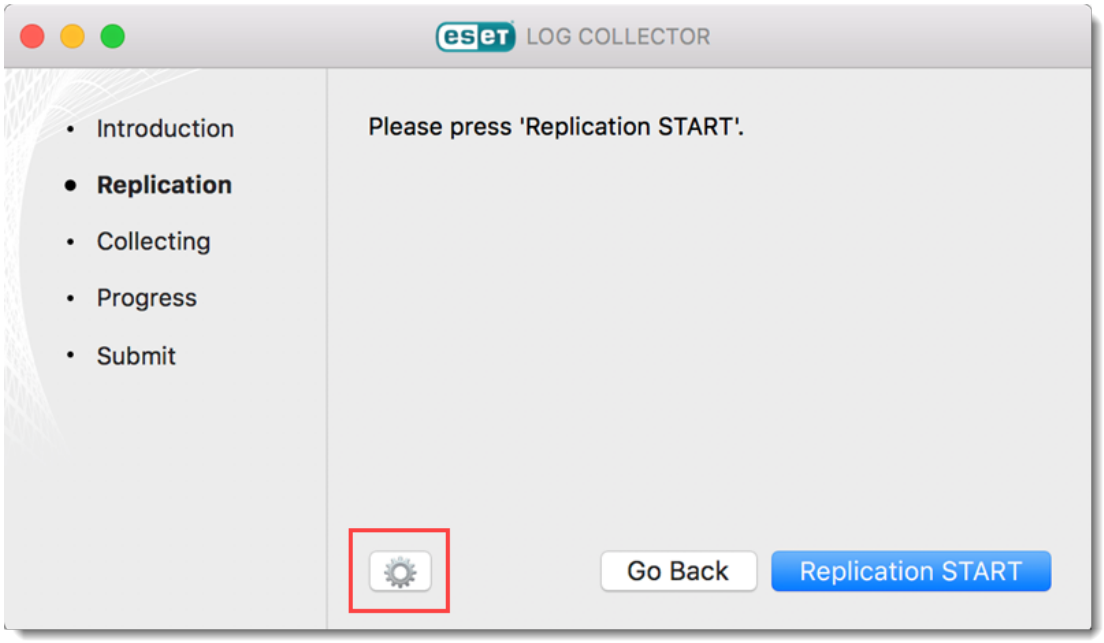

Figure 1-4

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

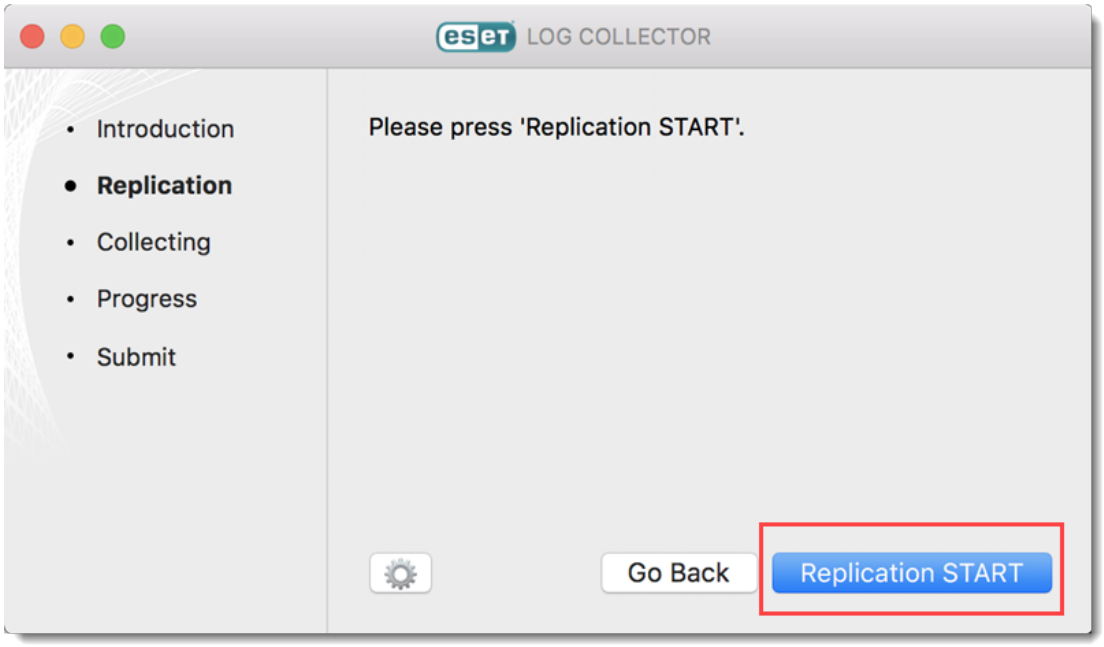

Figure 1-5

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.

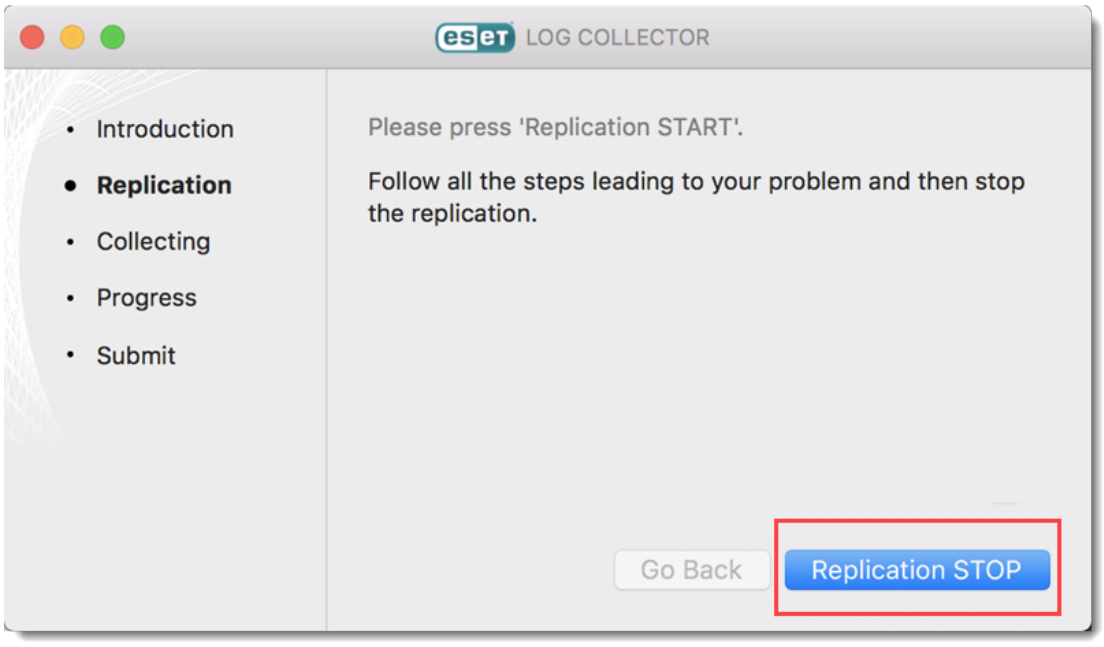

Figure 1-6

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**.

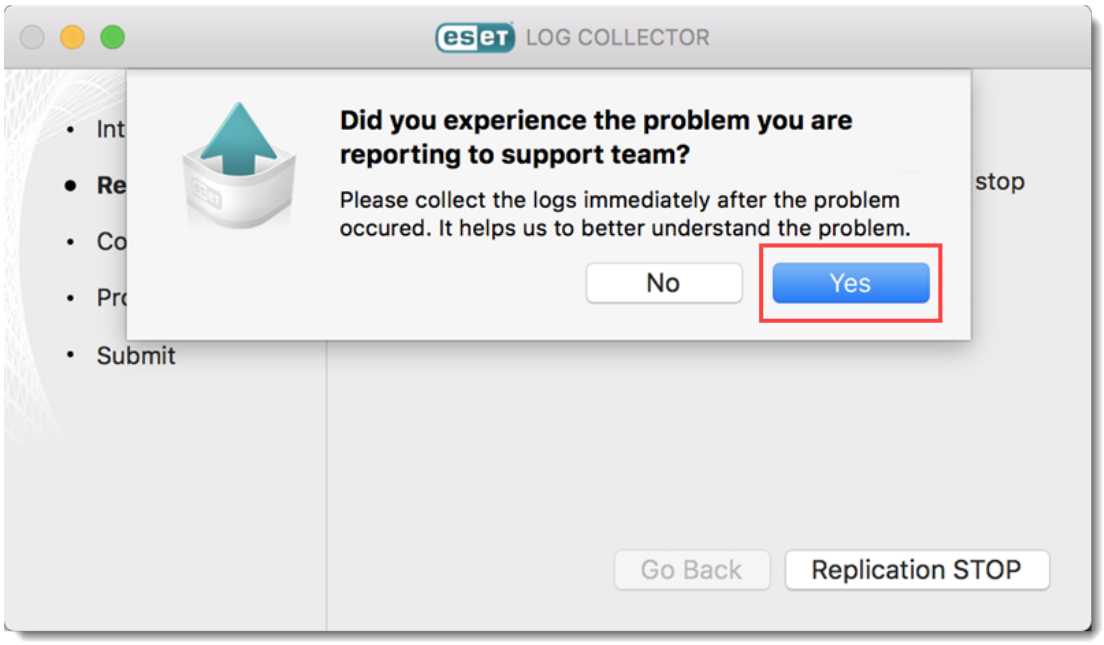

Figure 1-7

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

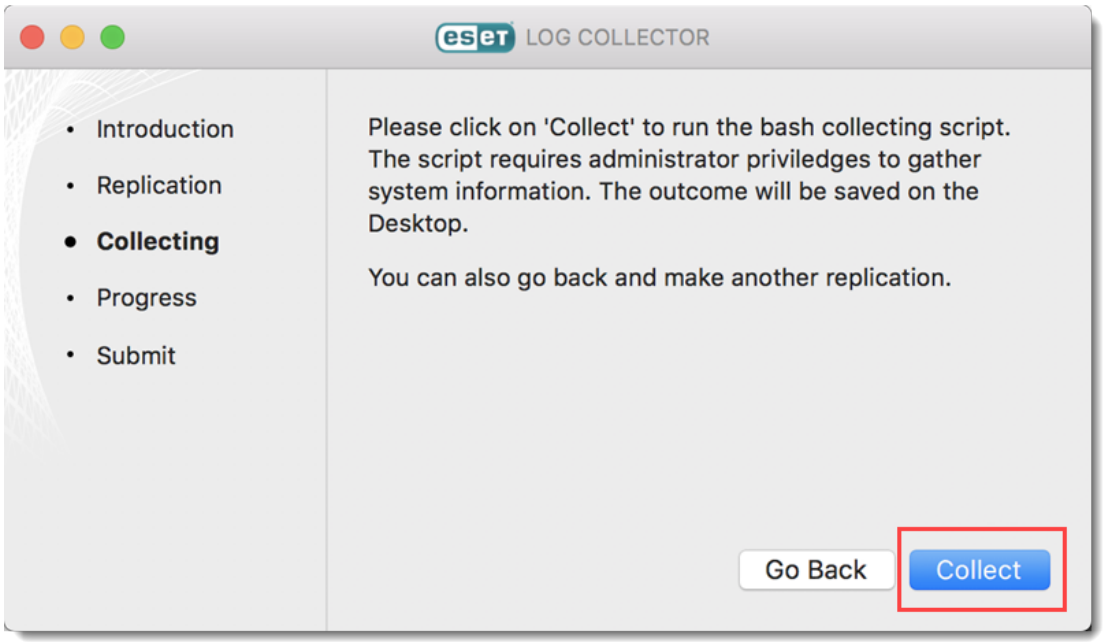

Figure 1-8

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

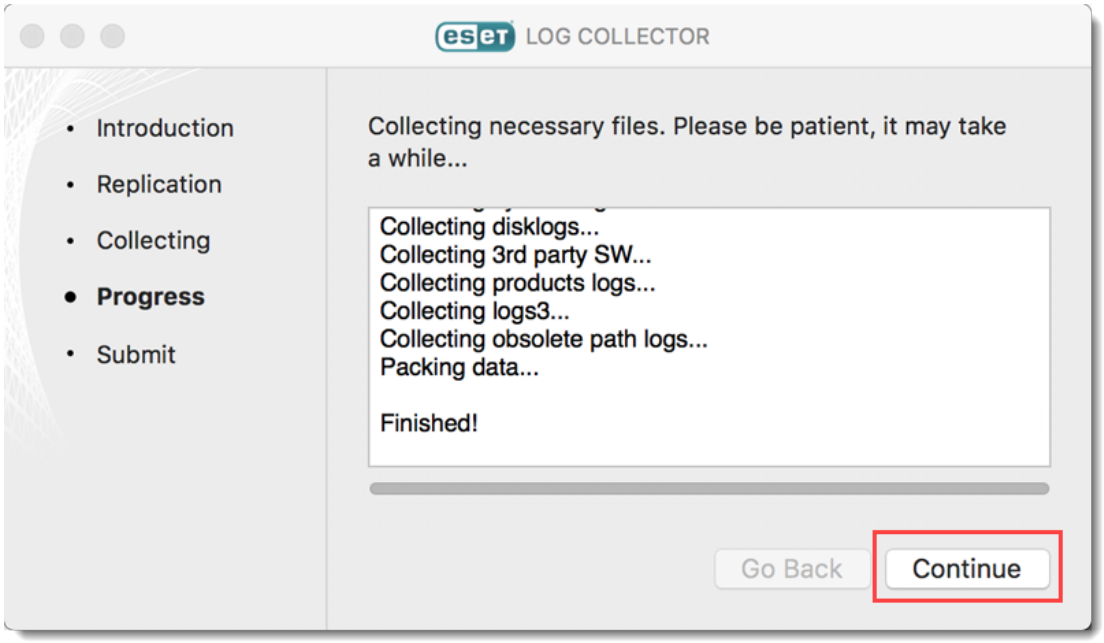

Figure 1-9

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. Open a case with ESET technical support.

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**.

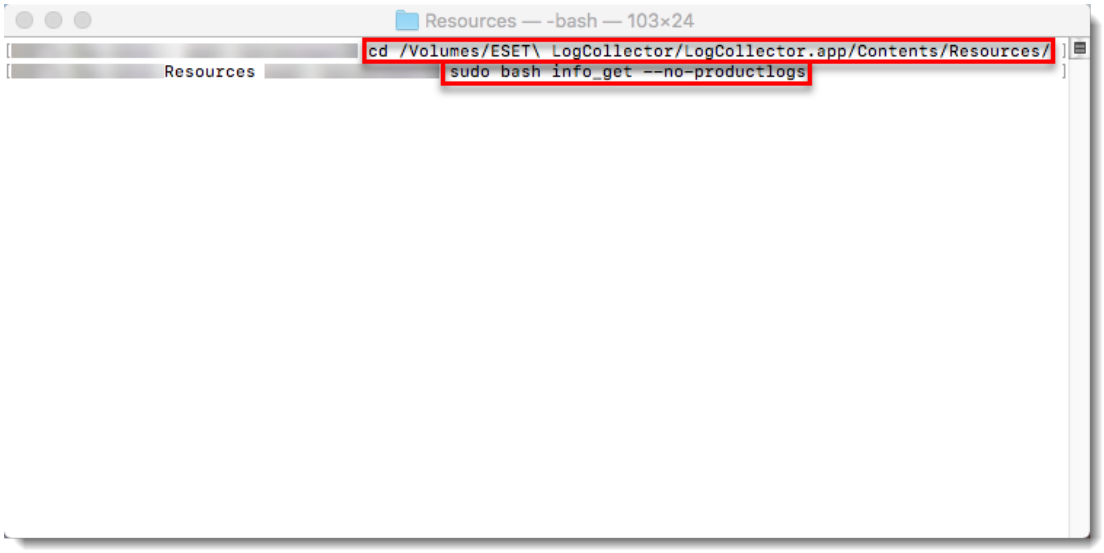

Figure 1-10

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- How do I use ESET Log Collector?