# **ESET Tech Center**

Kennisbank > Diagnostics > Virtual desktop infrastructure (VDI) troubleshooting

# Virtual desktop infrastructure (VDI) troubleshooting

Steef | ESET Nederland - 2023-01-06 - Reacties (0) - Diagnostics

## lssue

• Collect ESET Log Collector (ELC) logs from the Master computer and ESET PROTECT Server

## Details

If you have issues with a VDI clone, perform the steps below to collect ELC logs from the Master computer and ESET PROTECT Server for Virtual desktop infrastructure (VDI) troubleshooting.

## Solution

- 1. <u>Prerequisites</u>
- 2. <u>Create a Master computer</u>
- 3. <u>Set trace verbosity on ESET PROTECT server</u>
- 4. Set trace verbosity on Master computer
- 5. Collect ELC logs from Master computer
- 6. Create and deploy VDI pool
- 7. Collect ELC logs from ESET PROTECT Server

# I. Prerequisites

- 1. Open the ESET PROTECT Web Console in your web browser and log in.
- 2. Add client computer in ESET PROTECT.
- 3. Install ESET Management Agent and connect it to the ESET PROTECT. Wait for a few (3-4) successful replications.

- II. Create a Master computer
  - 1. <u>Create a Master computer</u>.
    - In step 3 of the Mark a machine as a Master computer before cloning section select **Match with existing computers** and click **Save.** Wait for a few successful replications.

Read more about Master computer for cloning.

III. Set trace verbosity on ESET PROTECT Server

1. Click **More** → **Server Settings** and expand **Advanced Settings**.



 Scroll down and in the Logging section, select Trace from the Trace log verbosity drop-down menu. Click Save.

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Server Settings	<b>Q</b> Type to search	?			
	pairing of found computers to computers already prese ing fails computer will be placed into Lost and Found gr		works on reported hostname by	agent and if it can not be trusted then it	should
REPOSITORY					
Server			AUTOSELECT		
PRODUCT IMP	ROVEMENT PROGRAM				
Participate in pr	oduct improvement program		×		0
LOGGING					
Trace log verbo	sity		Trace		
Export logs to S Exported logs fo		/	Trace Debug Information Warning Error Fatal		~
DATABASE CLE	ANUP				
Clean Incident I	ogs older than		6	Months	~
Clean Managen	nent logs older than		1	Months	~
Clean Audit log	s older than		1	Years	~
Clean Monitorir	ng logs older than		1	Months	~
+ CUSTOMIZATI	ON				
SAVE					

#### IV. Set trace verbosity on Master computer

 Click **Computers** and select the desired Group of computers (in this example, **Windows computers**). Click the computer that you have previously marked as the Master computer in <u>step 2</u> of the Set trace verbosity on ESET PROTECT Server section and click **Manage Policies**.

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	DASHBOARD	Computers	:	A 0 - O	SHOW SUBGROUPS	🕅 Wir	dows computers (3	B) Tags	Audit Log Tags		(	PRESETS 🛩	0
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	DETECTIONS	^ 🗅 All (4)	î.				9	Updated	O Reboot ▷	0	ESET Endpoint An	7.3.2051.0	
	Reports	Lost & found (4)		0.0	ter transfer		×	Updated	ST End network isolation	0	ESET Endpoint An	8.0.2028.0	
Ð	Tasks	Windows computers	1				×	Updated	<ul> <li>Run Task</li> <li>+ New Task</li> </ul>	2	ESET Endpoint An	8.0.2028.0	
	Installers	✓ Mac computers	L						③ Last used tasks ▶				
۲	Policies	Computers with outdated modules	L					×	A Assign User				
¢	Notifications	Computers with outdated operating system	L						Send Wake-Up Call				
v	Status Overview	C Problematic computers	ı.						m Deploy Agent				
	More >	Not activated security product	н.						Deactivate Products     S Connect				
		V 🖸 Mobile devices	*						Enable encryption				
		Tags ,	9						Enable EDTD				
		ESET											
		ESEI							B Move to Group				
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	COLLAPSE			ADD NEW 🗢 🛛 A	ACTIONS V MUTE V	~						⊲ © 1 ⊙	•

1. Click Create & Add Policy.

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POLICY NAME/POLICY SOURCE POLICY PRODUCT DESCRIPTION	The policy order might be omitted if you are not allowed to see or manage superior groups. Dynamic group policies are also listed even if the computer is currently not in the group.							

 Type a name for a new policy in the Name field (the Description field is optional) and click Settings.

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New Policy Computers > Policy application order >	Logging
Basic Settings Assign Summary	Name Logging Description
	Tags Select tags
	BACK CONTINUE FINISH CANCEL

1. From the drop-down menu, select **ESET Management Agent** and then expand **Advanced Settings**.



New Policy Computers > Policy application on	der > Logging		
Basic Settings	ESET Management Agent	Q Type to search	?
Assign		0 • +	
Summary	+ UPDATES	0 • +	
	Advanced settings	0 • 4	
	BACK CONTINUE FINISH CANCEL		

1. Scroll down and in the **Logging** section, select **Trace** from the **Trace log verbosity** drop-down menu. Click **Assign**.

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New Policy Computers > Policy application order > Logg	ing		
Basic			
	○ ●	1 A 1	Θ
Settings	<ul> <li>Report virus and spyware protection issues</li> </ul>	1 A 1	0
Assign	REPOSITORY		
	○ ● ≁ Server	AUTOSELECT	
	PRODUCT IMPROVEMENT PROGRAM		
	•      •      •      Participate in product improvement program	×	Θ
	LOGGING		
	○ ●	Trace Trace	<u> </u>
		Debug	•
	SETUP	Information Warning	
	○ ●	Error	0
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			Ψ.
	BACK CONTINUE FINISH CANCEL		

1. Click **Finish**. Your policy settings will be applied to the Master computer.

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New Policy Computers > Policy application order	> Loggi	ng					
Basic Settings		ASSIGN UNASSIGN					•
Assign		TARGET NAME			TARGET DESCRIPTION	TARGET TYPE	٢
Summary						Computer	
		BACK CONTINUE	FINISH	ANCEL			

## V. Collect ELC logs from Master computer

1. <u>Collect the ESET Log Collector logs</u> from the Master computer.

## VI. Create and deploy VDI pool

- 1. <u>Create and deploy a VDI pool</u>.
- 2. Run a few machines from the VDI pool. Wait for 3-5 replications of the Agent.
- 3. When an issue occurs, collect the ELC logs from the machines.

## VII. Collect ELC logs from ESET PROTECT Server

1. <u>Collect the ESET Log Collector logs</u> from the PROTECT Server.

For more information, visit ESET PROTECT Troubleshooting Online Help.