ESETLogCollector – ESET Log Collector – ELC

Tema

Slanje dnevnika (logova) na analizu radi rješavanja problema.

Uvod

Za potrebe rješavanja problema koji ne spadaju u kategoriju uobičajenih (za koje rješenje možete pronaći u ovoj Bazi znanja) i zahtijevaju dodatnu analizu, potrebne su nam dodatne informacije o stanju naših programa i operacijskog sustava.

Postupak – Kratko (tl;dr)

• preuzmite ili pokrenite odgovarajuće datoteke iz opisa ili članaka u nastavku
• pošaljite nam kreirane datoteke s logovima ili (ako su veće od 5MB) ih spremite na Microsoft OneDrive ili DropBox ili sl. i pošaljite nam link za preuzimanje
• ako nemate online-disk, zatražite podatke za upload na naš FTP

Postupak – Detaljno

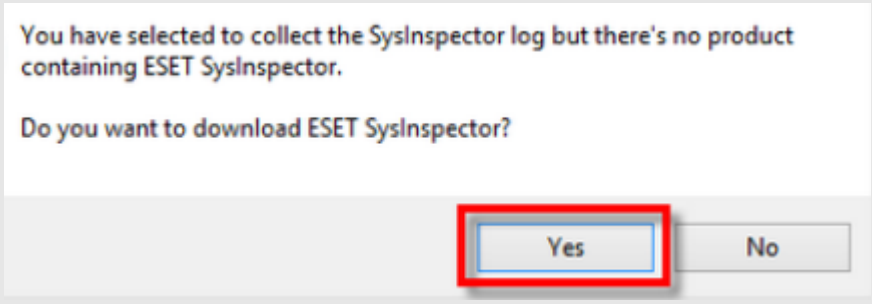
Uvijek preuzmite najnoviju verziju alata za prikupljanje logova.

[1] Windows

Upute se odnose na Windows 7 i novije, uključujući servere.

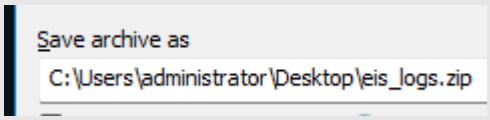
• Za Windows, preuzmite
https://download.eset.com/com/eset/tools/diagnosis/log_collector/latest/esetlogcollector.exe
• Pokrenite ga obavezno kao Administrator
(desni klik na datoteku -> “Run as Administrator” / “Pokreni kao Administrator”)
○ Ako Windows zatraži lozinku administratora operacijskog sustava, a ne znate ju, zatražite svog

administratora za pomoć
  ○ Ako se pojavi upozorenje UAC-a kliknite na Yes / Da
• Prihvatite Ugovor
• U polju “Collection profile” umjesto standardnog “Default” odaberite “All”
  ○ Isključite sve stavke koje sadrže “..dumps” osim ako smo se dogovorili da i te logove pošaljete
• U polju “ESET log collection mode” odaberite “Original binary from disk”
• Kliknite na gumb [Collect] i ELC će početi s radom
• U slučaju da je ESET-ov sigurnosni program nekako oštećen ili nije uopće instaliran,
  ELC će ponuditi da *preuzme i ESET SysInspector, što svakako prihvatite*



1.A. Kreirat će datoteku naziva “ees_log.zip” ili slično, pa ju stavite na neki svoj online disk (OneDrive, DropBox, ...).

Naziv datoteke će stajati u dijalogu programa, npr.:



Ako ćete logove stavljati na naš FTP – obavezno je zaštitite duljom lozinkom jer je FTP server dostupan svima.

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[2] macOS

Pratite ESET-ove upute: https://support.eset.com/en/kb3404

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[3] Linux

[3.A] Sigurnosni program
Ako je na Linuxu instaliran:
• ESET Endpoint Antivirus for Linux ili
• ESET Server Security for Linux
..pokrenite: https://help.eset.com/essl/latest/en-US/collect_logs.html

[3.B] ESET Protect on-prem server (EPX)

Ako se radi o Linuxu

• ESET Protect Virtual Appliance ili
• ESET Protect instaliranom na Linux server

..postavite se u folder “/root” i pokrenite `info_get.command`:

https://support.eset.com/en/kb6159-run-the-info-getcommand-on-a-linux-virtual-machine-and-send-the-logs-to-eset-technical-support

Kreirat će datoteku:

```
3.B.1.   /root/customer_info.tgz
```

Na žalost, skripta ne prikuplja sve potrebno, pa dodajte i sljedeće(*1):

- /var/log/eset/RemoteAdministrator/Era*.log
- /var/log/eset/bridge/*.log
- /var/log/tomcat/*
- /var/opt/eset/RemoteAdministrator/Agent/lastPolicy.dat
- /etc/opt/eset/*
- /opt/appliance/conf/ovf.xml
- /etc/tomcat/*

[3.C] Pokrenite i skriptu za Bridge logove:

```
    sudo bash /opt/eset/bridge/lib/scripts/collect_logs.sh
```

Kreirat će datoteku:

3.C.1. `/root/bridge_logs.tar.gz`

koju pošaljite zajedno sa 6 paketa iz točke 3.B.

*(*1) Možete si pomoći tako da instalirate ZIP i kreirate ovakvu skriptu (ako pravila firme dopuštaju instalaciju softvera)..*

```
yum install zip -y
```

..pa..

• zip -vr9 ./customer_info_nort.zip /var/log/eset/RemoteAdministrator/Era*.log
• zip -vr9 ./customer_info_nort.zip /var/log/tomcat/*
• zip -vr9 ./customer_info_nort.zip /var/opt/eset/RemoteAdministrator/Agent/lastPolicy.dat
• zip -vr9 ./customer_info_nort.zip /etc/opt/eset/*
• zip -vr9 ./customer_info_nort.zip /opt/appliance/conf/ovf.xml
• zip -vr9 ./customer_info_nort.zip /etc/tomcat/*

..što će sve iz 3.B spremiti u datoteku “customer_info_nort.zip” koju nam pošaljite.
Za prijenos datoteka Linux <–> Windows možete koristiti WinSCP.

[4] Android

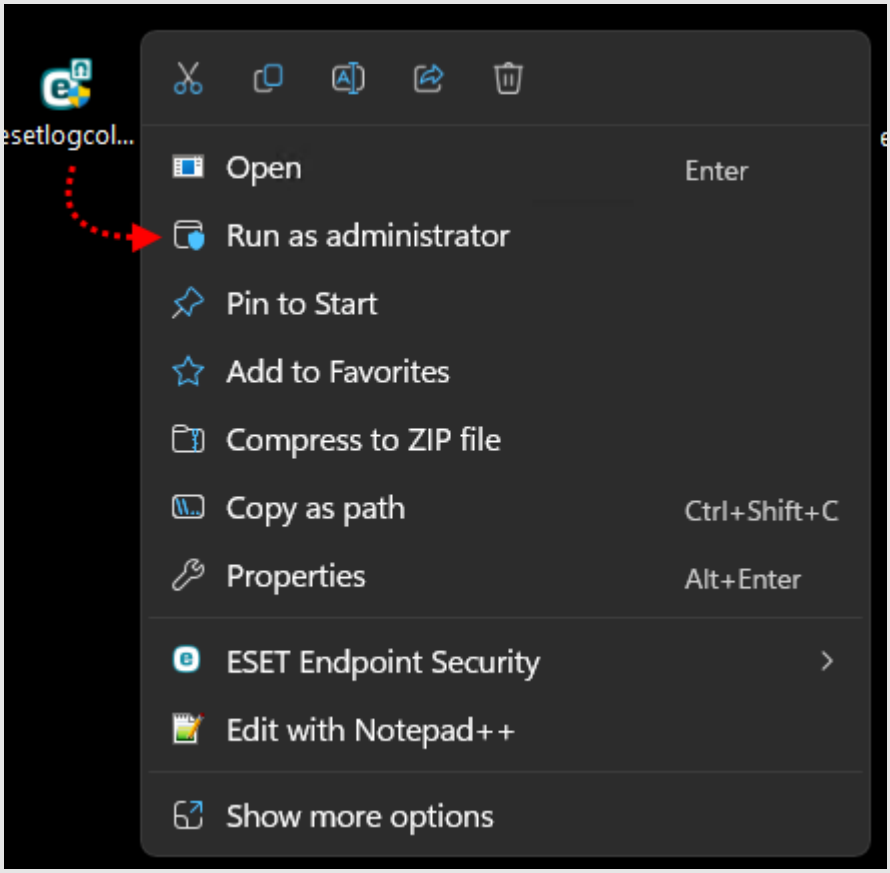
Pratite ESET-ove upute: https://help.eset.com/ems/5/hr-HR/customer_care.html ili https://support.eset.com/en/kb6472

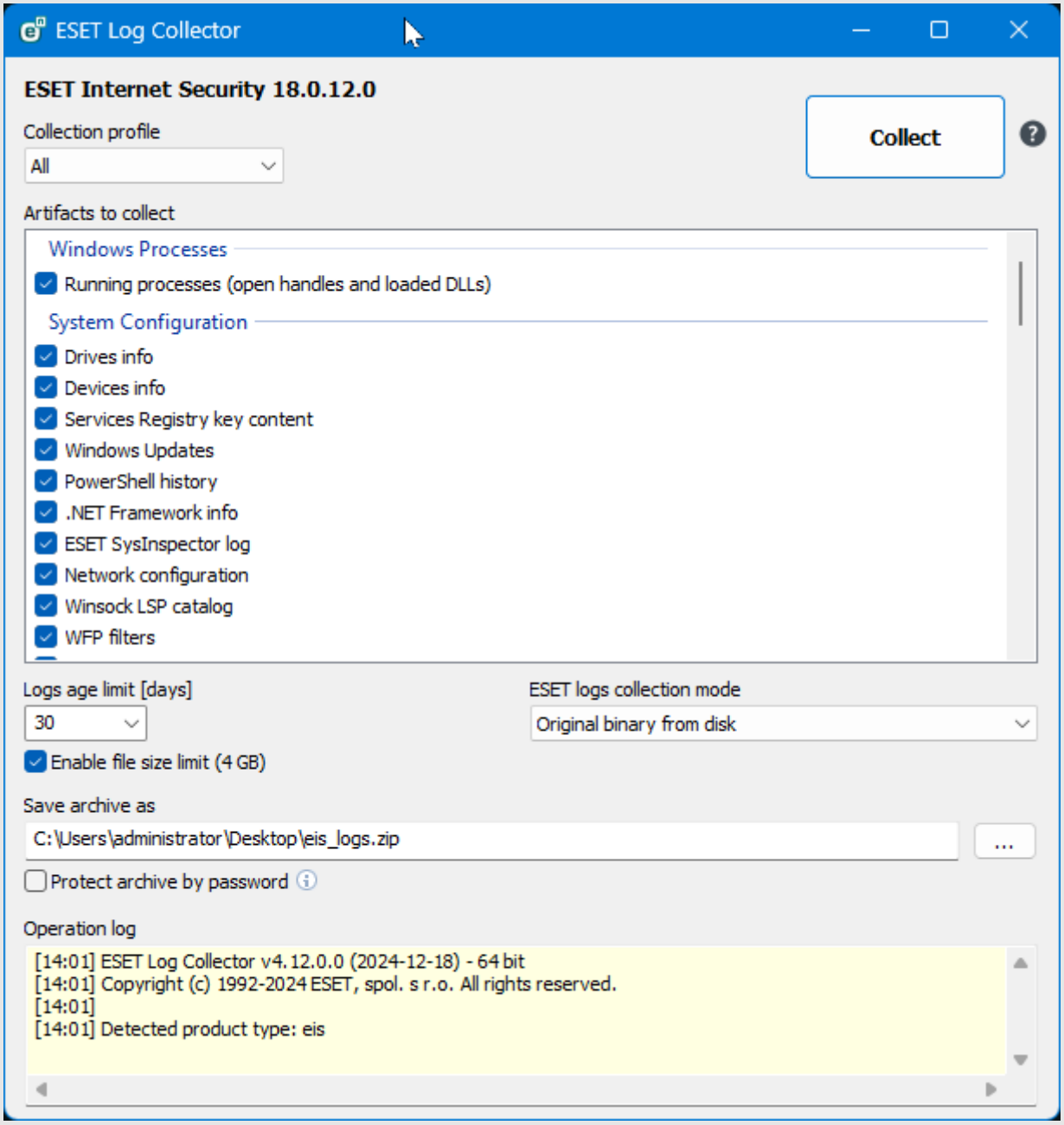
Razno

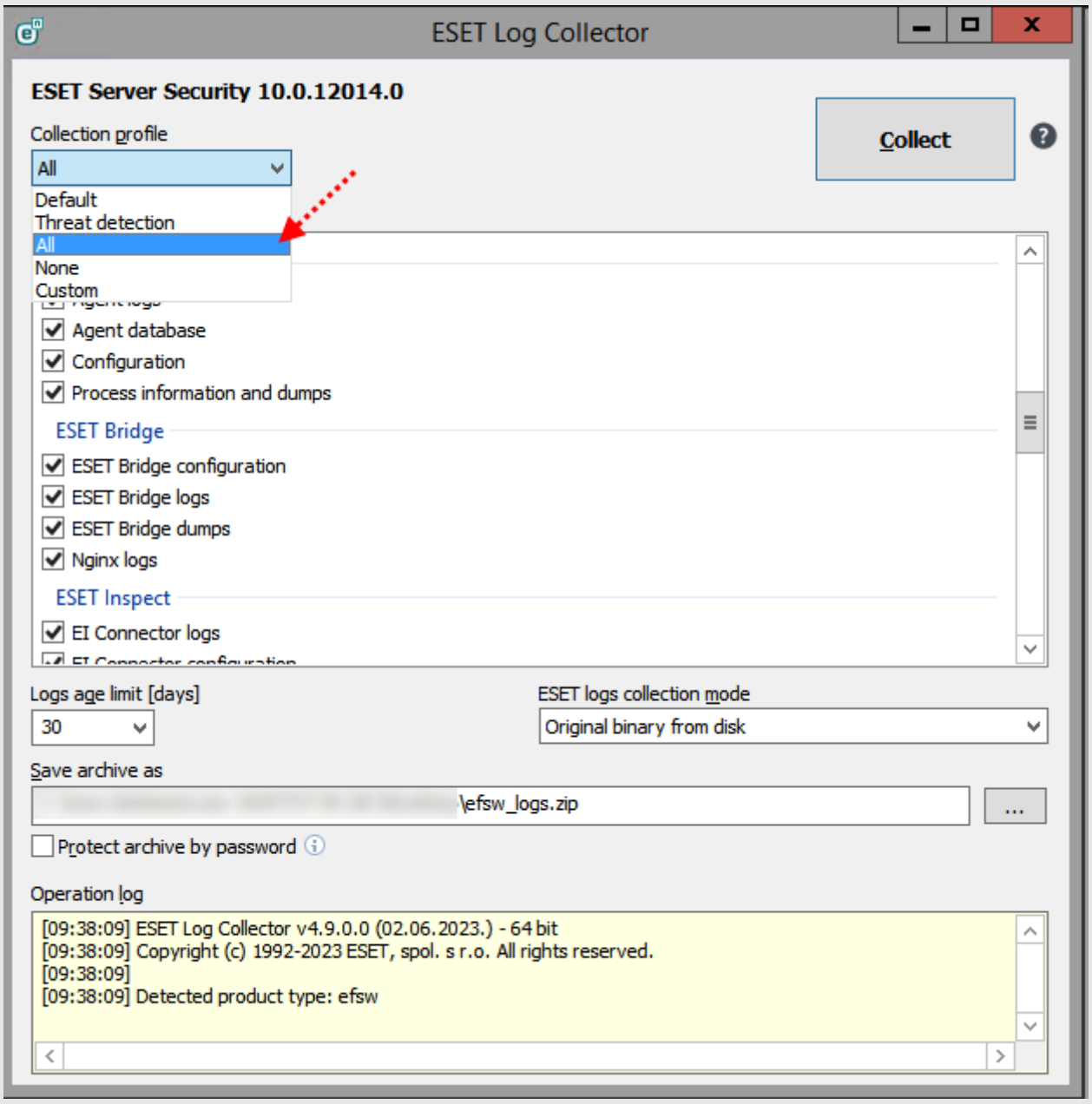
• ESET – detaljne upute za program ELC: https://help.eset.com/log_collector/latest/en-US/

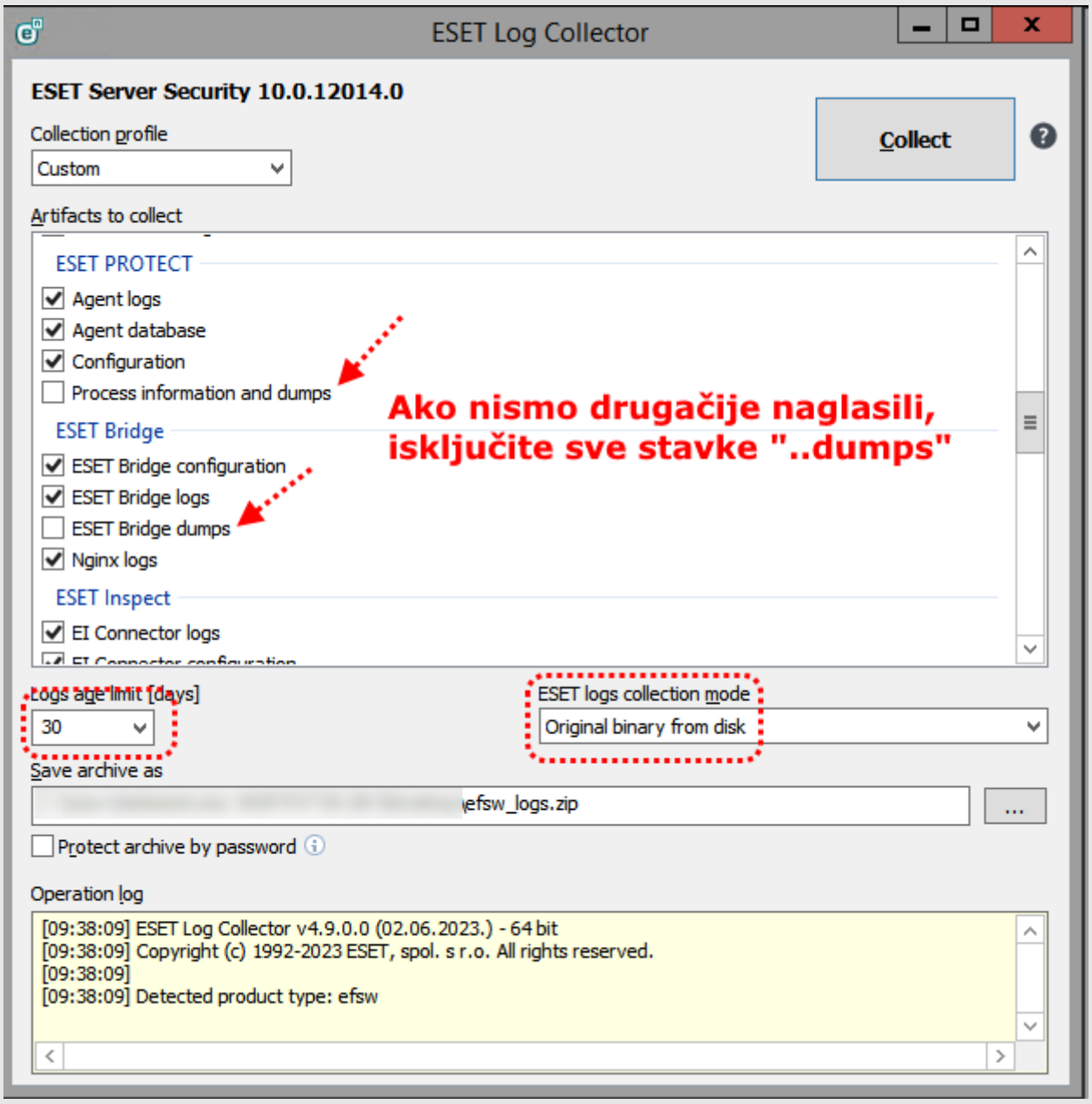
• Budući da je XP odavno napušten i da su ESET-ovi stari programi u fazi “EOL” (End of Life), za njih više nema podrške i ne možemo preuzeti obvezu analize dnevnika tog okruženja. Radi eventualnih vaših internih potreba, prilažemo vezu na ELC koji valja koristiti samo na Windows XP: Preuzmite ESET Log Collector za Windows XP

Slike

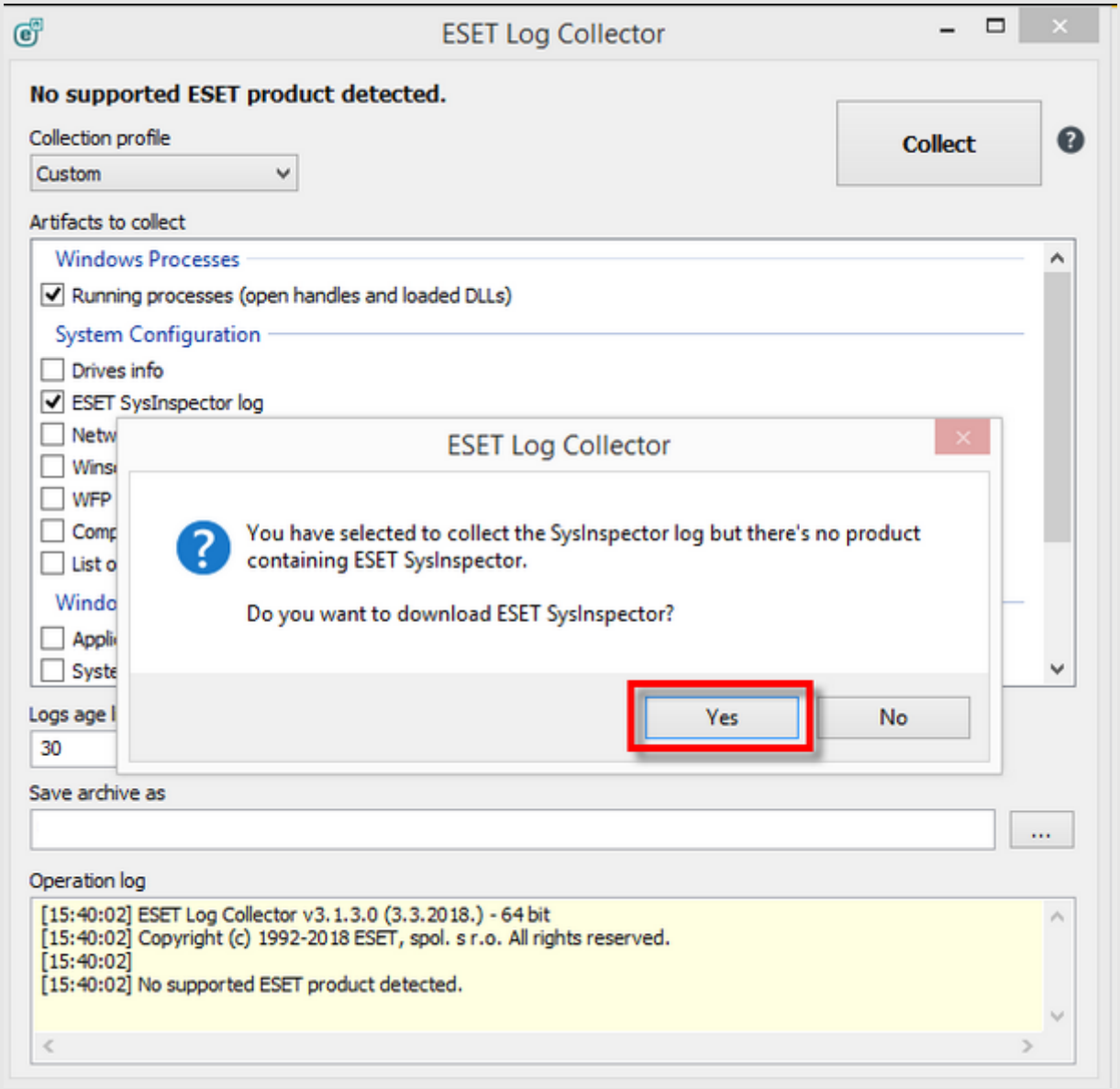

esetlogcol...
Open
Enter
Run as administrator
Pin to Start
Add to Favorites
Compress to ZIP file
Copy as path
Ctrl+Shift+C
Properties
Alt+Enter
ESET Endpoint Security
Edit with Notepad++
Show more options


ESET Log Collector
ESET Internet Security 18.0.12.0
Collection profile
All
Collect
Artifacts to collect
Windows Processes
Running processes (open handles and loaded DLLs)
System Configuration
Drives info
Devices info
Services Registry key content
Windows Updates
PowerShell history
.NET Framework info
ESET SysInspector log
Network configuration
Winsock LSP catalog
WFP filters
Logs age limit [days]
30
ESET logs collection mode
Original binary from disk
Enable file size limit (4 GB)
Save archive as
C:\Users\administrator\Desktop\eis_logs.zip
...
Protect archive by password
Operation log
[14:01] ESET Log Collector v4.12.0.0 (2024-12-18) - 64 bit
[14:01] Copyright (c) 1992-2024 ESET, spol. s r.o. All rights reserved.
[14:01]
[14:01] Detected product type: eis


ESET Log Collector
ESET Server Security 10.0.12014.0
Collection profile
All
Default
Threat detection
All
None
Custom
Collect
Agent database
Configuration
Process information and dumps
ESET Bridge
ESET Bridge configuration
ESET Bridge logs
ESET Bridge dumps
Nginx logs
ESET Inspect
EI Connector logs
Logs age limit [days]
30
ESET logs collection mode
Original binary from disk
Save archive as
\efsw_logs.zip
...
Protect archive by password
Operation log
[09:38:09] ESET Log Collector v4.9.0.0 (02.06.2023.) - 64 bit
[09:38:09] Copyright (c) 1992-2023 ESET, spol. s r.o. All rights reserved.
[09:38:09]
[09:38:09] Detected product type: efsw

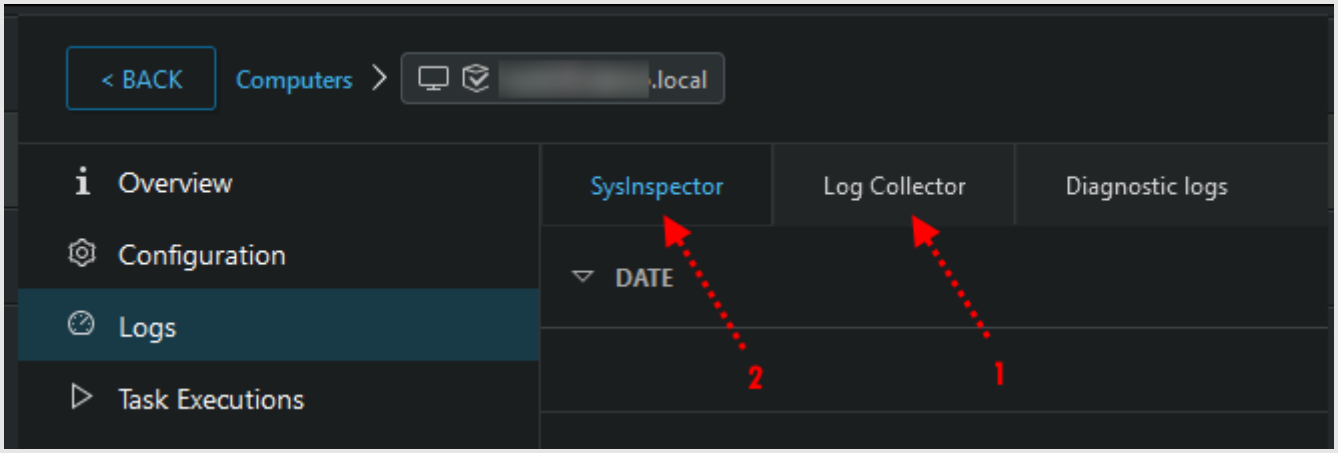


Svakako preuzmite SysInspector ako progam predloži:



ESET Protect

Ako logove skupljate putem ESET Protect konzole, obavezno nakon “Log Collector” otvorite i “SysInspector” karticu i preuzmite i taj paket logova.



Detalji

Detaljna pojašnjenja što koja opcija ELC-a prikuplja:
https://help.eset.com/log_collector/latest/en-US/elc_gui.html

ELC logovi će biti u navednom primjeru biti u datoteci “C:\Users\podrska\Desktop\ees_logs.zip“

Samostalni SysInspector (ESI): https://www.eset.com/us/download/tools-and-utilities/sysinspector

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Video

v.15+

https://www.nod32.com.hr/podrska/wp-content/uploads/ELC-All-20211117-opt-2x-b.mp4

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elc xelcx xlogcollectorx xdiagx xdebugx xdbgx xinfogetx diagnostics dijagnostika xdiagnostics xdijagnostika troubleshooting trblsht xtroubleshooting xtrblsht