

Collecting Logs

You can use `collectLog.cmd` to collect the Symantec Endpoint Protection Manager logs on the server, compress them, and place them in a zip file called `SEPM_logs.zip`.

Note: Only the server logs are collected. The Symantec Endpoint Protection client logs and the Symantec Network Access Control client logs are not collected.

The `collectLog.cmd` file is installed in the `Drive:\Program Files\Symantec\Symantec Endpoint Protection Manager\Tools` folder.

To collect the Symantec Endpoint Protection Manager logs

- 1 Open Windows Explorer and change directory to the `Drive:\Program Files\Symantec\Symantec Endpoint Protection Manager\Tools` folder.
- 2 Double-click the **collectlog.cmd** executable file.

When the command has completed the log collection, the logs are compressed into a file that is called `SEPM_logs.zip`. It is placed into the `Drive:\Program Files\Symantec\Symantec Endpoint Protection Manager\Tools` folder.