

Enable and Collect Agent Log Files

The following documentation iterates the steps to configure how to enable and send Agent logs to assist in the support process.

Instructions on how to enable and upload Windows Agent Logs:

- 1. Go back to Configure> Inventory.
- 2. If Logging is already enabled (you will see a green check mark in the Log column for the server/ws)
 - a. Skip ahead to step 4
- 3. If Logging is not already enabled (you will see a grey check box)
 - a. Click the check box and a popup will appear
 - b. Select the check box for "Agent Log to Disk"
 - c. Select Close
 - d. For the best results, please wait 15-30 minutes before continuing to Step 4
- 4. Click on the check mark for the agent you had been collecting data for
- 5. Click the button for "Upload Agent Logs"
- 6. The logs will be located on the Goliath Performance Monitor server at C:\Program Files (x86) \MonitorIT\AgentLogs\
- 7. Inside that directory the logs are organized by host as text files.
- 8. Please zip and email us the log files

If you need to manually collect the Agent Log files:

- 1. Agent Logs must be enabled before you will be able to collect them. (See steps above)
- 2. On the machine that has the Goliath Agent installed, navigate to the 'C:\Program Files\MonitorIT' folder.
- 3. The logs will have a filename that matches 'MonitorITAgent*.log'
- 4. Please zip and email us the log files

