1. Download ps-esap-3.5.9-diag-tool-v3-v4-windows.exe The 3.5.9 will be different to reflect current ESAP

2. Run ps-esap-3.5.9-diag-tool-v3-v4-windows.exe as administrator

3. Enter Y to run advanced options

4. Press 'Enter' to use the current path

5. Press 'Enter' to use the current file name

6. Diagnose complete, check results file for details.

Press enter to exit...

7. Diagnose failed. Check for error output and review configuration.

To see configuration and setup help run 'WaDiagnose.exe --help'

Press enter to exit...

8. To see configuration and setup help run 'WaDiagnose.exe --help'

Press enter to exit...

9. "Logs are placed here: C:\Users\Public\Pulse Secure\Logging\OpswatDiagnose202048-857 _Admin.zip"

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"Press any key to exit..."

10. Go to C:\Users\Public\Pulse Secure\Logging\ folder and Get OpswatDiagnose202048-857_Admin.zip (your numbers in file name will be different

11. Get a screenshot of the AV product name and version, best place is the systray in the lower left corner of screen, right click on icon and select properties to bring it up.