ESET Tech Center

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Create ECP logs using Windows Endpoint products

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Issue

- After contacting ESET Technical Support, you may be asked to recreate your issue and provide us with the ECP logs from your failed activation.
- Enable Licensing Advanced Logging
- infoWebClientFlags.zip

Solution

Home users: <u>Click here</u>

infoWebClientFlags.zip

- 1. Download infoWebClientFlags.zip folder and save it to your Desktop.
- 2. Open the main program window of your Windows ESET product.
- 3. Press the **F5** key to access Advanced Setup.
- Click Detection engine (formerly Antivirus or Computer) → HIPS and click the slider bar next to Enable Self-Defense to disable it. Click OK.

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Advanced setup		Q,	x ?
DETECTION ENGINE	BASIC		5
Real-time file system protection Cloud-based protection	Enable HIPS	A computer restart is needed for this change to	take effect.
Malware scans	Enable Self-Defense	×	0
HIPS 0	Enable Protected Service	×	
UPDATE 1	Enable Advanced Memory Scanner		
NETWORK PROTECTION	Enable Exploit Blocker	✓	
WEB AND EMAIL			
	RANSOMWARE SHIELD		
DEVICE CONTROL	Enable Ransomware Shield	✓	
TOOLS 1			
USER INTERFACE	HIPS SETTINGS		
	Filtering mode	Automatic mode	× 0
	Learning mode will end at	12/31/1969 - 4:00:00 PM	0
	Mode set after learning mode expiration	Ask user	\sim
Default		(4) ок	Cancel

Figure 1-1

- 1. Restart your computer.
- Open the infoWebClientFlags folder you saved in step 1, double-click infoWebClientFlagsEnable.reg and click Run.

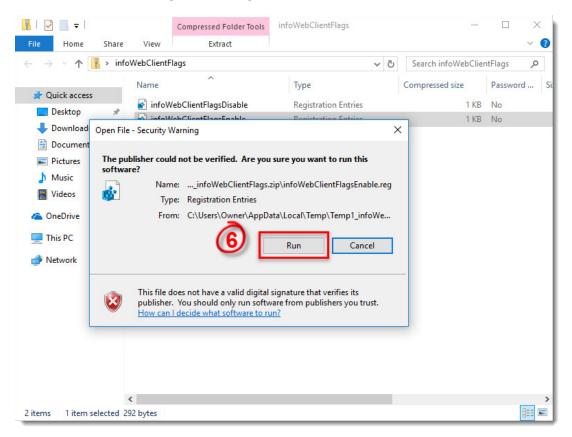


Figure 1-2

- 1. Restart your computer.
- 2. Activate your ESET product again to reproduce the issue and generate the log.
- Open the infoWebClientFlags folder, double-click infoWebClientFlagsDisable.reg and click Run.
- 4. Repeat steps 2-5. Confirm the slider bar next to **Enable Self-Defense** is blue to indicate that it is re-enabled.

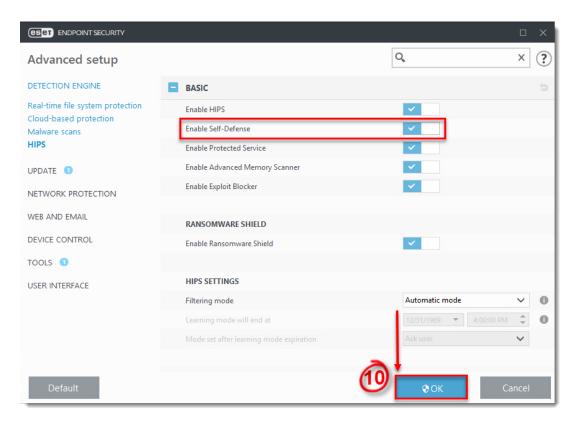


Figure 1-3

- Navigate to the ECP folder, by default this folder is located at C:\ProgramData\ESET\<product_name>\ECP, you may need to make hidden files visible to see this folder.
- Select all the log files, right-click them and then select Send to → Compressed (zipped) folder from the context menu to create a .zip file.
- 3. If you have not already done so, <u>open a case with ESET Technical Support</u> before you submit your .zip file.
- 4. Attach the .zip file to an email reply to ESET Technical Support. A Technical Support representative will examine the log and respond as soon as possible with the recommended action based on their findings. If you are unable to attach a zipped log file, change the file extension to .file (for example, ECP.file).

Enable Licensing Advanced Logging

If the Licensing advanced logging option is not available, follow the steps in the <u>infoWebclientFlags.zip</u> section.

- 1. Open the main program window of your ESET Windows product.
- 2. Press the **F5** key to access Advanced Setup.

- 3. Click **Tools** → **Diagnostics**.
- 4. Expand **Advanced Logging** and click the slider bar next to **Enable Licensing advanced logging**. Click **OK**.

Enabled Licensing advanced logging option

In some ESET products, the **Enabled Licensing advanced logging** option is hidden under **Advanced logging**.

			х
Advanced setup		Q, X	?
DETECTION ENGINE	DIAGNOSTICS		5
UPDATE 1	Dump type	Mini 🗸	0
NETWORK PROTECTION	Target directory	C:\ProgramData\ESET\ESET Security\ Diagnostics\	0
WEB AND EMAIL	Open diagnostics folder	Open	0
DEVICE CONTROL			
TOOLS 1	Create diagnostic dump	Create	0
Log files Proxy server Notifications Presentation mode Diagnostics 1	ADVANCED LOGGING Enable Antispam engine advanced logging	×	5
	Enable Device control advanced logging	×	0
	Enable Licensing advanced logging		0
	Enable Network protection advanced logging	×	0
	Enable Operating System advanced logging	×	0
	Enable Protocol filtering advanced logging	×	0
	Enable Update engine advanced logging	×	0
Default		© OK Cancel	

Figure 2-1

- 1. Attempt to activate your ESET product again to reproduce the error and generate the log.
- Navigate to the ECP folder, located at C:\ProgramData\ESET\ESETSecurity\Diagnostics\ECP. You may need to make hidden files visible to see this folder.
- Select all the log files, right-click them and then select Send to → Compressed (zipped) folder from the context menu to create a .zip file.
- 4. If you have not already done so, <u>open a case with ESET Technical Support</u> before you submit your .zip file.
- 5. Attach the .zip file to an email reply to ESET Technical Support. A Technical Support representative will examine the log and respond as soon as possible with the

recommended action based on their findings. If you are unable to attach a zipped log file, change the file extension to **.file** (for example, **ECP.file**).