

ESET Tech Center

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Enable advanced logging in ESET Endpoint Security (6.x)

Anish | ESET Nederland - 2018-03-07 - Comments (0) - Legacy

Issue

Create a log of all connections blocked by the ESET firewall
Enable advanced logging of the firewall

Solution

If you do not use ESET Remote Administrator to manage your network

[Perform these steps on individual client workstations.](#)

I. Activate logging of blocked connection in ESET Remote Administrator

ERA 6.5 User Permissions

This article assumes that your ERA user has the correct access rights and permissions to perform the tasks below.

If you are still using the default Administrator user, or you are unable to perform the tasks below (the option is grayed out), see the following article to create a second administrator user with all access rights (you only need to do this once):


[Create a second administrator user in ESET Remote Administrator 6.5](#)

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Figure 1-1
Click the image to view larger in new window

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Endpoint for Windows.

5. Click **Tools** → **Diagnostics**.

6. Click the slider bar next to **Enable Firewall advanced logging**.



Figure 1-3
Click the image to view larger in new window

7. Expand the **Assignment** section, click **Add Computers**,

select the client for the policy and then click **OK**.



Figure 1-4
Click the image to view larger in new window

8. Click **Finish**. The policy will be applied on the client computer. With logging enabled, repeat the action that is blocked by the firewall

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Log

Collect or will create the firewall log along with other logs to help ESE Technical support resolve your

issue
quickly
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9. [Download and run the ESE IT Log Collector tool](#)
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10. Include the log file that the tool produces in your email response

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[st](#) and submit the file you just saved to ESET Technical support for analysis.

11. To stop recording logs of all blocked connections, rep

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[Activate logging of the firewall](#)
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slider bar next to **Enable Firewall advanced logging** and then click **OK**.



Figure 2-1

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8. To

stop recording logs of all blocked connections, repeat the steps in the [Activate logging of the firewall](#) section and click the slider bar

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**Enable
firewall
advanced
logging**
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it
in
step 6.
Click **Finish**.

Disable advanced logging when you have finished collecting logs

Make sure you disable advanced logging after you collect the logs you need. It will generate a large log file if you forget to disable it.

