

ESET Tech Center

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How do I export a configuration to an .xml file to help ESET Customer Care resolve my issue? (5.x)

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<https://support.eset.com/kb2691>



Figure 1-6

5. [Submit the .xml file to ESET technical support.](#)

Submit an .xml configuration to ESET technical support

NOTE:

In order to submit an .xml configuration to ESET for analysis, you must have a case open with ESET technical support.

[Open a case with ESET technical support](#)

Once you have opened a case with ESET technical support and an agent has requested an .xml configuration file, you can attach the .xml file you exported using one of the following methods:

1. Right-click the .xml configuration file and click **Send to → Compressed (zipped) folder**.
1. Attach the zipped .xml configuration file to an email reply to technical support. Our representatives will examine the configuration file and respond as soon as possible with the recommended steps to address your issue.