Run the Info_get.command on a Linux machine and send the logs to ESET Technical Support

Steef | ESET Nederland - 2024-10-22 - Comments (0) - Diagnostics

Issue

- You are unable to resolve an issue with ESET Linux product and you want to send a log file to ESET Technical Support
- Generate a log file via info_get.command
- Generate a log file via collect_logs.sh script
- Troubleshoot product activation issues

Solution

Windows users | macOS users

Generate a log file via info_get.command

If you are experiencing issues with ESET products running on Linux machines, ESET Technical Support may ask you to run the `info_get.command` and send them the logs so that they can troubleshoot your issue.

To run this command, follow the steps below:

1. Use an application like Putty to Secure Shell (SSH) into the affected machine and log in as root.

2. Use the following command to download ESET Log Collector:

   ```
   wget
   https://download.eset.com/com/eset/tools/diagnosis/log_collector/linux/latest/in
   fo_get.command.zip
   ```

3. Use the following command to unpack the zip file:

   ```
   unzip info_get.command.zip
   ```

4. Run the following command:

   ```
   chmod +x info_get.command
   ```

5. Then run the following command:

   #### Reduce log file size

   To make the log file smaller, you can create a log file without product logs.

   To do this, run the command in this step with a parameter:

   ```
   ./info_get.command --no-productlogs
   ```

```
./info_get.command
```

6. After the logs have been collected, you will see a message directing you to send the generated zip or tgz file, located on your desktop, to ESET Technical Support.

   You must have an open case to receive support from ESET Technical Support.

Generate a log file and send it to ESET Technical Support

If ESET Technical Support requests logs from ESET Endpoint Antivirus for Linux, use the `collect_logs.sh` script available at `/opt/eset/eea/sbin/` to generate the logs.

Launch the script from a Terminal window with root privileges and run the following command:

```
sudo /opt/eset/eea/sbin/collect_logs.sh
```

Send the generated log file to ESET Technical Support in the created ticket

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Troubleshoot product activation issues

To help you troubleshoot product activation issues, related logs might be requested by ESET Technical Support.

- Enable activation log service by executing the following command as a privileged user:
  `sudo /opt/eset/eea/sbin/ecp_logging.sh -e`

  Alternatively, run the following command to restart the product if essential without any prompt:
  `sudo /opt/eset/eea/sbin/ecp_logging.sh -e -f`

- Try the activation process again. If it fails, run the log-collecting script as a privileged user and send the collected logs to ESET Technical Support.

  ```
  sudo /opt/eset/eea/sbin/collect_logs.sh
  ```

- Disable activation logs by executing the following command as a privileged user:

  ```
  sudo /opt/eset/eea/sbin/ecp_logging.sh -d
  ```

  Alternatively, run the following command to restart the product without any prompt.

  ```
  sudo /opt/eset/eea/sbin/ecp_logging.sh -d -f
  ```

- After the logs have been collected, you will see a message directing you to send the generated zip or tgz file, located on your desktop, to ESET Technical Support. You must have an open case to receive support from ESET Technical Support.

Read more about ESET Endpoint Antivirus for Linux troubleshooting.

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