

ESET Tech Center

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

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

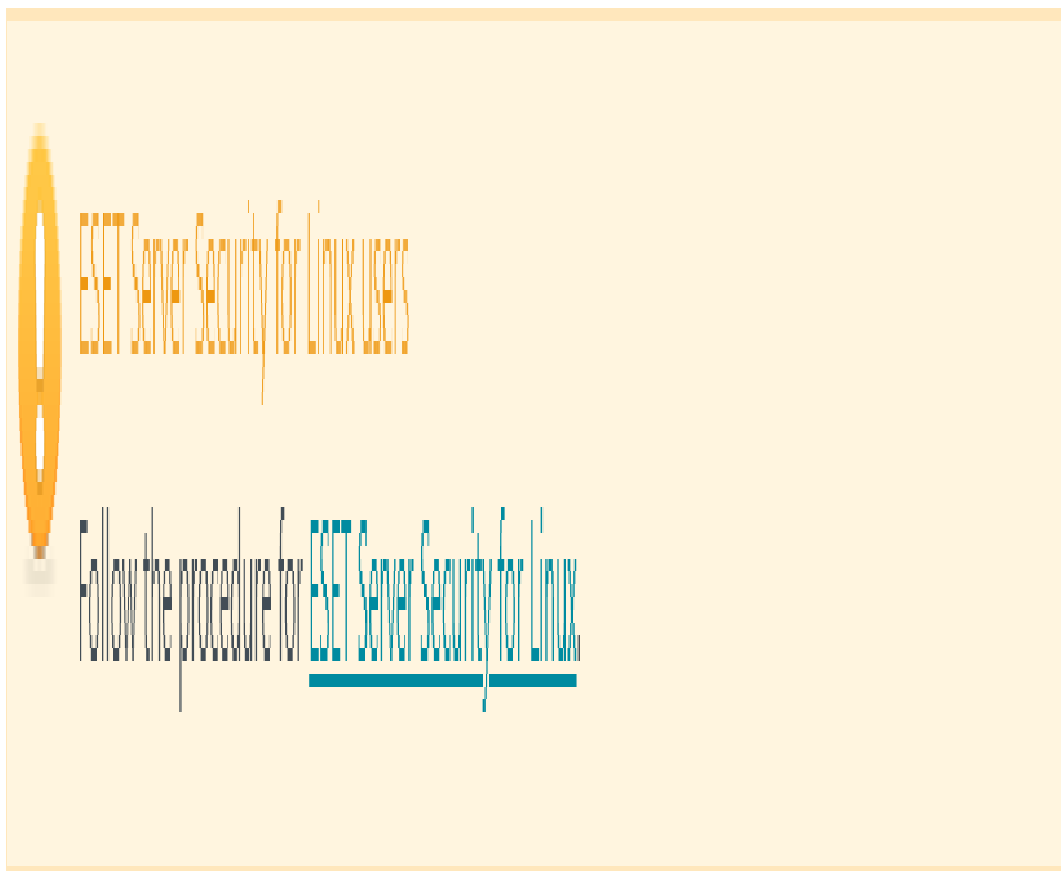
Steef | ESET Nederland - 2024-10-22 - Comments (0) - Diagnostics

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/info_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

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](#).

Related Content

- [Create a full memory dump of a VMware virtual machine](#)
- [How do I generate a memory dump manually?](#)
- [How to create a Wireshark log](#)
- [Using tcpdump on a MacOS](#)
- [Using Process Monitor to create log files](#)
- [Using tcpdump on a Virtual Appliance](#)
- [How do I use ESET Log Collector?](#)

Comments (0)
