ESET Tech Center

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: Click here

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.
4. Click **Detection engine** (formerly Antivirus or Computer) → **HIPS** and click the slider bar next to **Enable Self-Defense** to disable it. Click **OK**.

Figure 1-1

1. Restart your computer.
2. 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.
3. 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

1. 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.

2. 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, open a case with ESET Technical Support 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 infoWebclientFlags.zip 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**.



Figure 2-1

1. Attempt to activate your ESET product again to reproduce the error and generate the log.
2. 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.

3. 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, open a case with ESET Technical Support 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**).