

ESET Tech Center

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Create ECP logs using Windows Endpoint products

Anish | ESET Nederland - 2019-05-13 - Reacties (0) - Endpoint Solutions

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**.

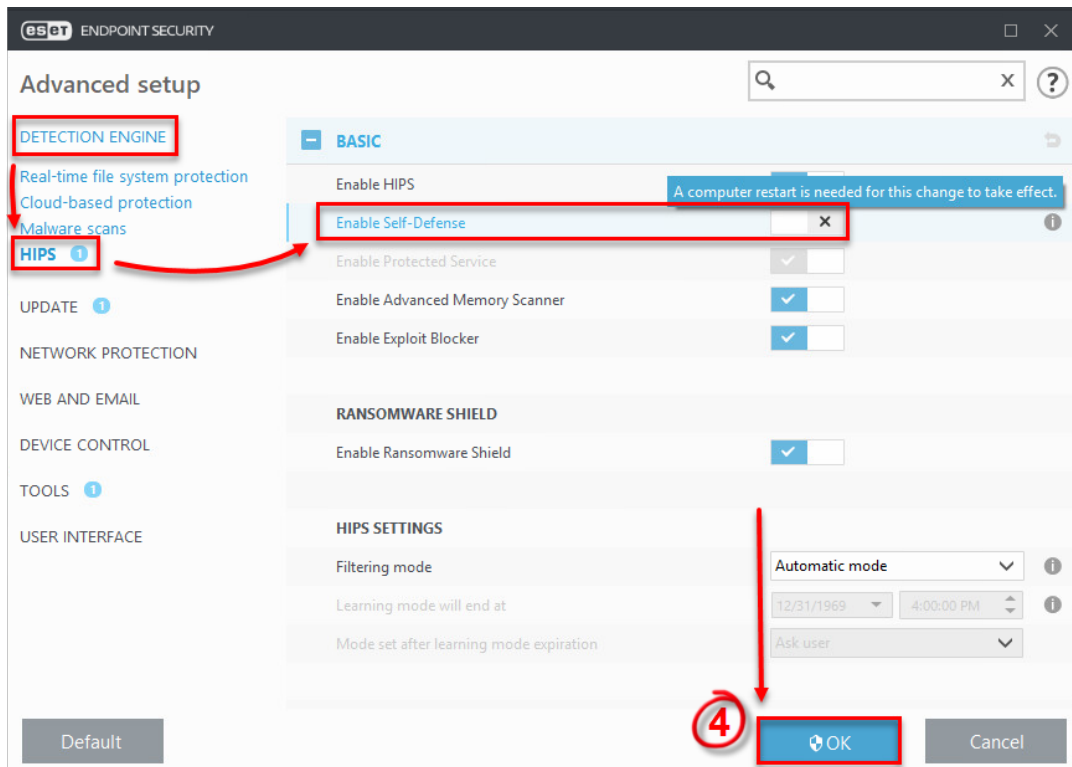


Figure 1-1

1. Restart your computer.
2. Open the **infoWebClientFlags** folder you saved in step 1, double-click **infoWebClientFlagsEnable.reg** and click **Run**.

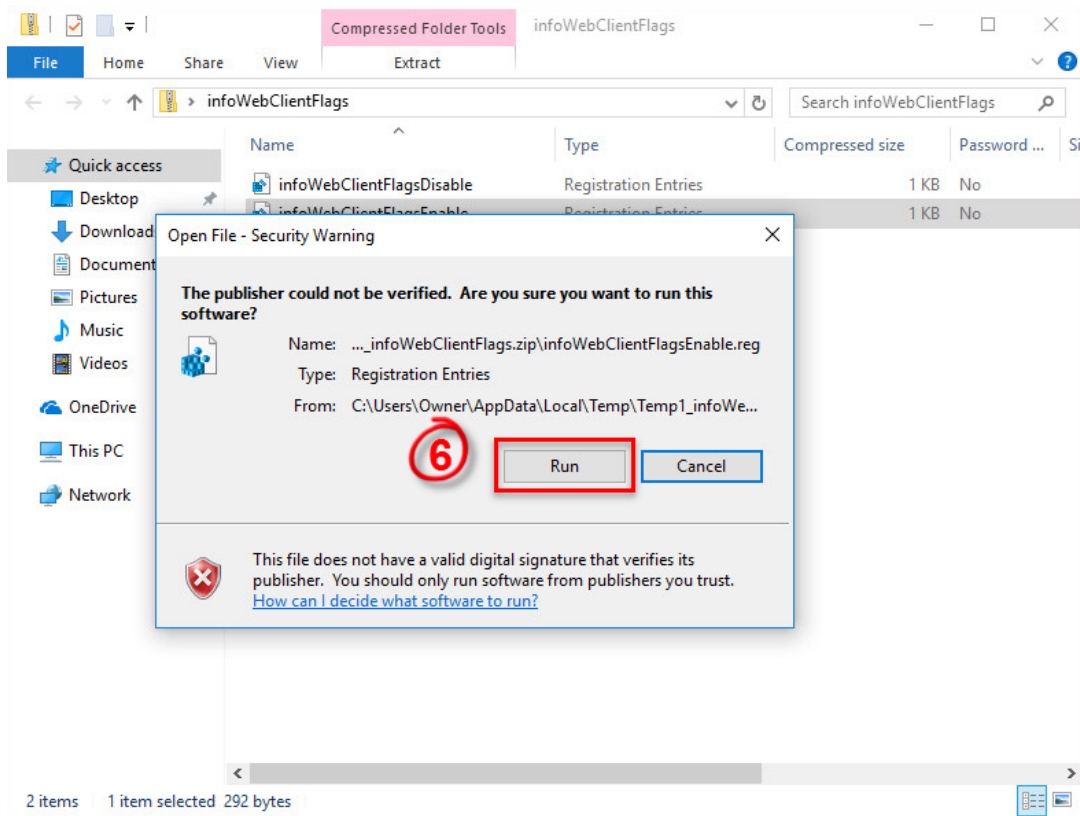


Figure 1-2

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.

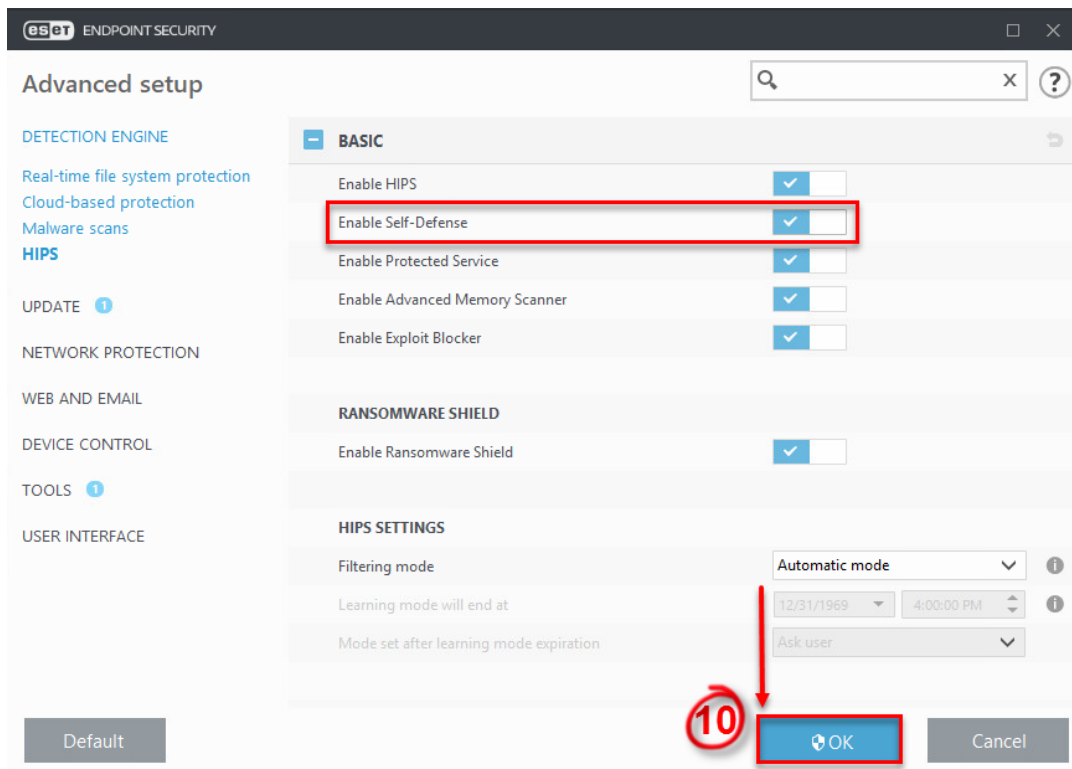


Figure 1-3

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**.

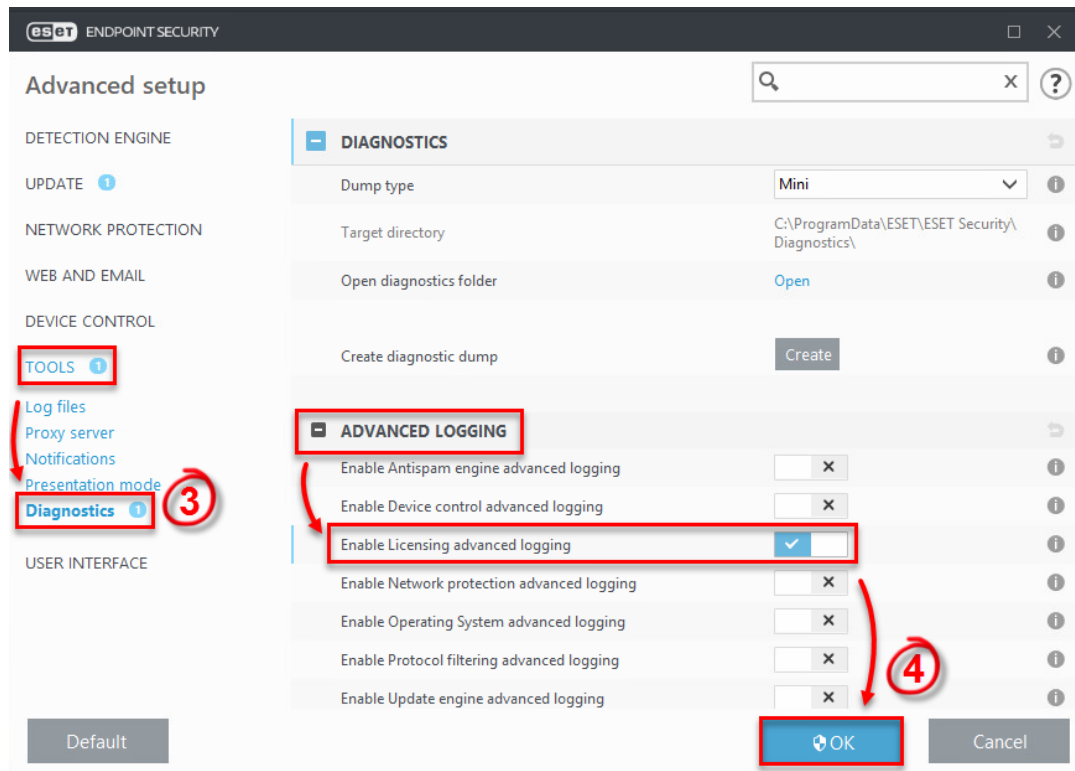


Figure 2-1

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**).