

ESET Tech Center

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

Steef | ESET Nederland - 2019-11-25 - Comments (0) - Diagnostics

Issue

- Unable to resolve an issue with ESET products running on a Linux machine

Solution

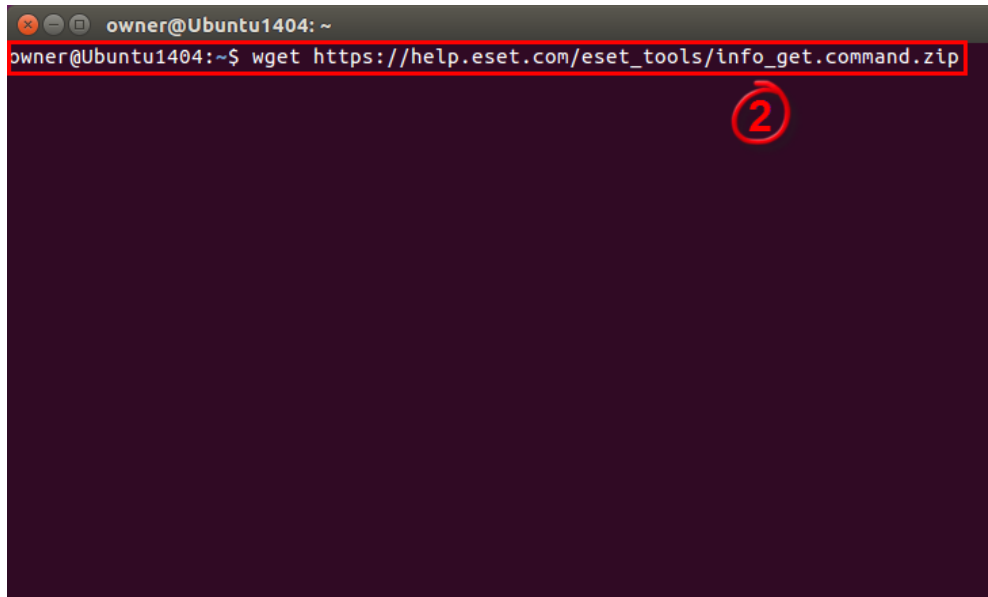
[Windows users](#) | [macOS users](#)

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://help.eset.com/eset\_tools/info\_get.command.zip
```



```
owner@Ubuntu1404: ~  
owner@Ubuntu1404:~$ wget https://help.eset.com/eset_tools/info_get.command.zip
```

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

unzip info_get.command.zip

```
owner@Ubuntu1404: ~
owner@Ubuntu1404:~$ wget http://download.eset.com/special/info_get.command.zip
--2016-11-17 08:59:40-- http://download.eset.com/special/info_get.command.zip
Resolving download.eset.com (download.eset.com)... 38.90.226.110
Connecting to download.eset.com (download.eset.com)[38.90.226.110]:80... connect
ed.
HTTP request sent, awaiting response... 200 OK
Length: 5610 (5.5K) [application/zip]
Saving to: 'info_get.command.zip'

100%[=====] 5,610      --.-K/s   in 0s
2016-11-17 08:59:40 (537 MB/s) - 'info_get.command.zip' saved [5610/5610]

owner@Ubuntu1404:~$ unzip info_get.command.zip
```

4. Run the following command:

chmod +x info_get.command

```
owner@Ubuntu1404: ~
owner@Ubuntu1404:~$ wget http://download.eset.com/special/info_get.command.zip
--2016-11-17 08:59:40-- http://download.eset.com/special/info_get.command.zip
Resolving download.eset.com (download.eset.com)... 38.90.226.110
Connecting to download.eset.com (download.eset.com)[38.90.226.110]:80... connect
ed.
HTTP request sent, awaiting response... 200 OK
Length: 5610 (5.5K) [application/zip]
Saving to: 'info_get.command.zip'

100%[=====] 5,610      --.-K/s   in 0s
2016-11-17 08:59:40 (537 MB/s) - 'info_get.command.zip' saved [5610/5610]

owner@Ubuntu1404:~$ unzip info_get.command.zip
Archive: info_get.command.zip
  inflating: info_get.command

owner@Ubuntu1404:~$ chmod +x info_get.command
owner@Ubuntu1404:~$
```

5. Then run the following command:

./info_get.command

```
owner@Ubuntu1404: ~
owner@Ubuntu1404:~$ wget http://download.eset.com/special/info_get.command.zip
--2016-11-17 08:59:40-- http://download.eset.com/special/info_get.command.zip
Resolving download.eset.com (download.eset.com)... 38.90.226.110
Connecting to download.eset.com (download.eset.com)|38.90.226.110|:80... connect
ed.
HTTP request sent, awaiting response... 200 OK
Length: 5610 (5.5K) [application/zip]
Saving to: 'info_get.command.zip'

100%[=====] 5,610      --.-K/s   in 0s

2016-11-17 08:59:40 (537 MB/s) - 'info_get.command.zip' saved [5610/5610]

owner@Ubuntu1404:~$ unzip info_get.command.zip
Archive:  info_get.command.zip
  inflating: info_get.command

owner@Ubuntu1404:~$ chmod +x info_get.command
owner@Ubuntu1404:~$ ./info_get.command
```

6. After the logs have been collected you will see a message directing you to send the generated **customer_info.zip** or **customer_info.tgz** file to technical support. This file will be located on your desktop. Attach the file to an email reply to ESET technical support.

You must have a case open to receive support from ESET Technical Support. [Open a case with ESET Technical Support.](#)

```
owner@Ubuntu1404: ~
*                               product's logs
*
* Script execution needs approx. 70 seconds to collect all required data, please
do not interrupt it.
* NOTE: only user with admin privileges could run this script!
*
*****
*****
[sudo] password for owner:
Sorry, try again.
[sudo] password for owner:

Cleaning...
Collecting logs1...
Collecting logs2...
Collecting system logs...
Collecting products logs...
Collecting logs3...
Collecting obsolete path logs...

Send file '/home/owner/Desktop/customer_info.tgz' to ESET's support
owner@Ubuntu1404:~$
```

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- [How do I use ESET Log Collector?](#)
- [How do I use ESET Log Collector for macOS?](#)
- [Using tcpdump on a Virtual Appliance](#)

- [Using Process Monitor to create log files](#)
- [Using tcpdump on a MacOS](#)
- [How to create a Wireshark log](#)
- [How do I generate a memory dump manually?](#)
- [How to create a Process Dump / Memory Dump](#)
- [Create a full memory dump of a VMware virtual machine](#)