ESET Tech Center

Using Process Monitor to create log files

Steef | ESET Nederland - 2021-07-19 - Reacties (0) - Diagnostics

Issue

After contacting ESET Technical Support, you may be asked to recreate your problem and provide us with the Process Monitor log files.

When are Process Monitor log files needed?

Process Monitor log files are typically required to diagnose issues that recede when ESET real-time protection is disabled.

Solution

1. Download Process Monitor from Microsoft Technet and save it to your Desktop.

2. Extract **ProcessMonitor.zip**, double-click **Procmon.exe** and then click **Yes** at the prompt. Click **Agree** if you agree to the conditions in the End-User License Agreement.

3. In the main window, click **Filter** → **Enable Advanced Output**.

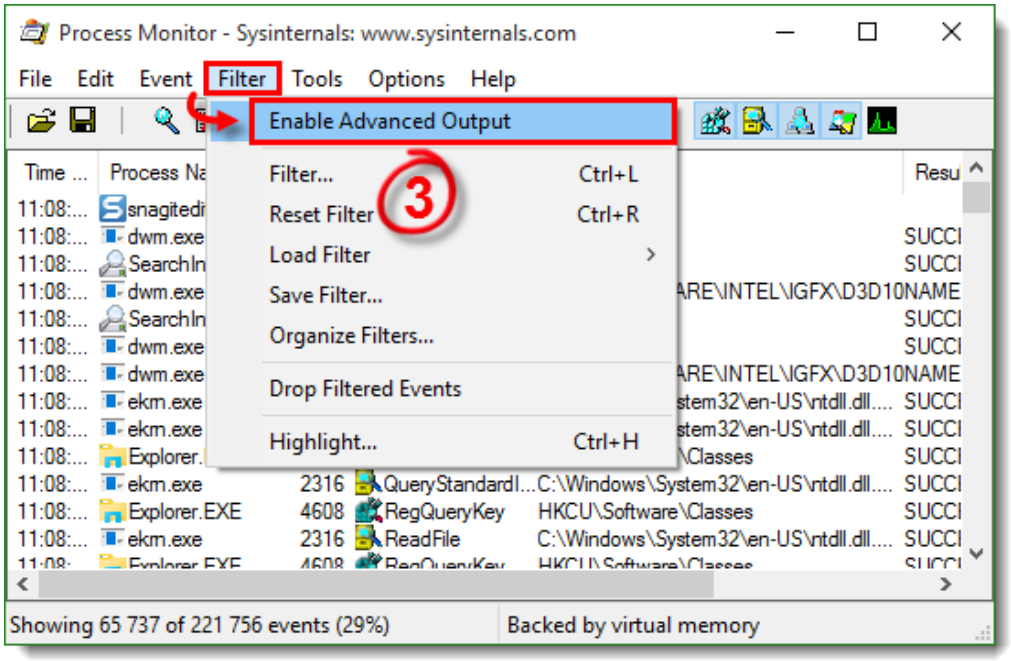

Figure 1-1

4. See the appropriate instructions below to gather the specific logs requested by

Technical Support:

Gather process log files

1. Process Monitor begins recording logs as soon as you open it. Click the magnifying glass icon to stop recording logs.

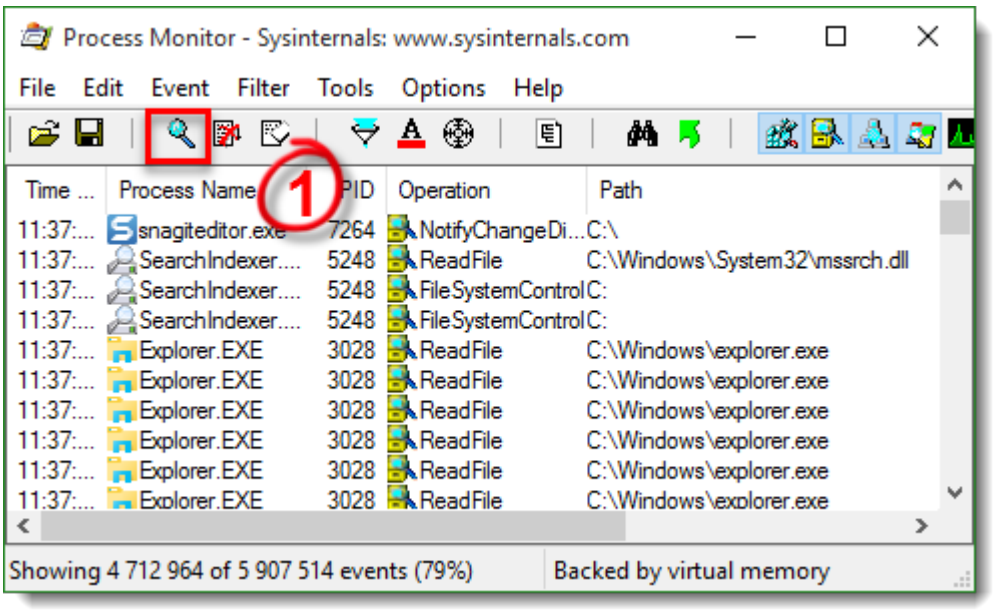

Figure 2-1

1. Click the eraser icon to clear the current log files list.

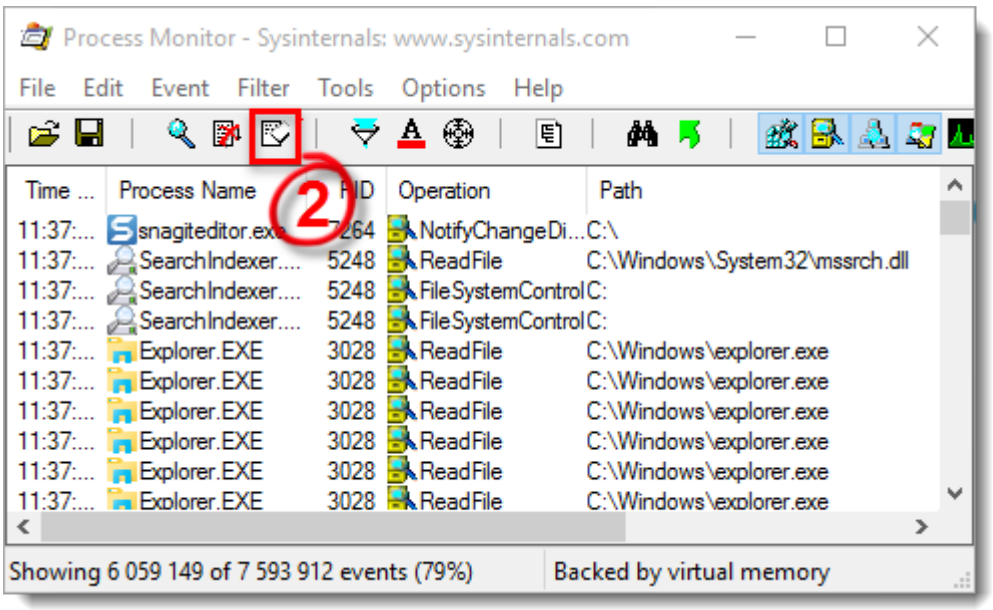

Figure 2-2

1. Click the magnifying glass icon to start capturing new log files and then reproduce your issue. After you reproduce your issue, click the magnifying glass again to stop recording logs.

2. Click the diskette icon to save your new log files. In the pop-up window, select **All events** and then select **Native Procesess Monitor Format (.PML)** option.

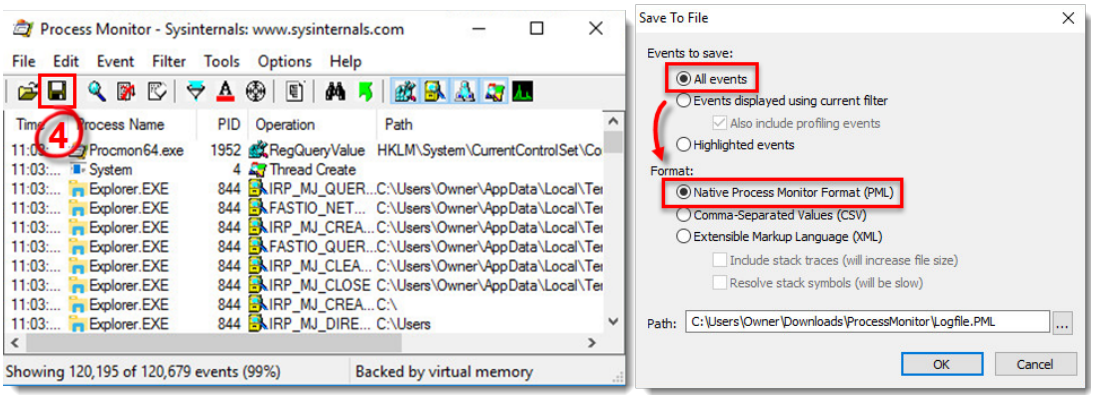

Figure 2-3

1. Navigate to the **ProcessMonitor** folder where you saved the files, you may need to make hidden files visible to see this folder.

2. Select 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.

Gather boot log files

1. Click **Options → Enable Boot Logging**.

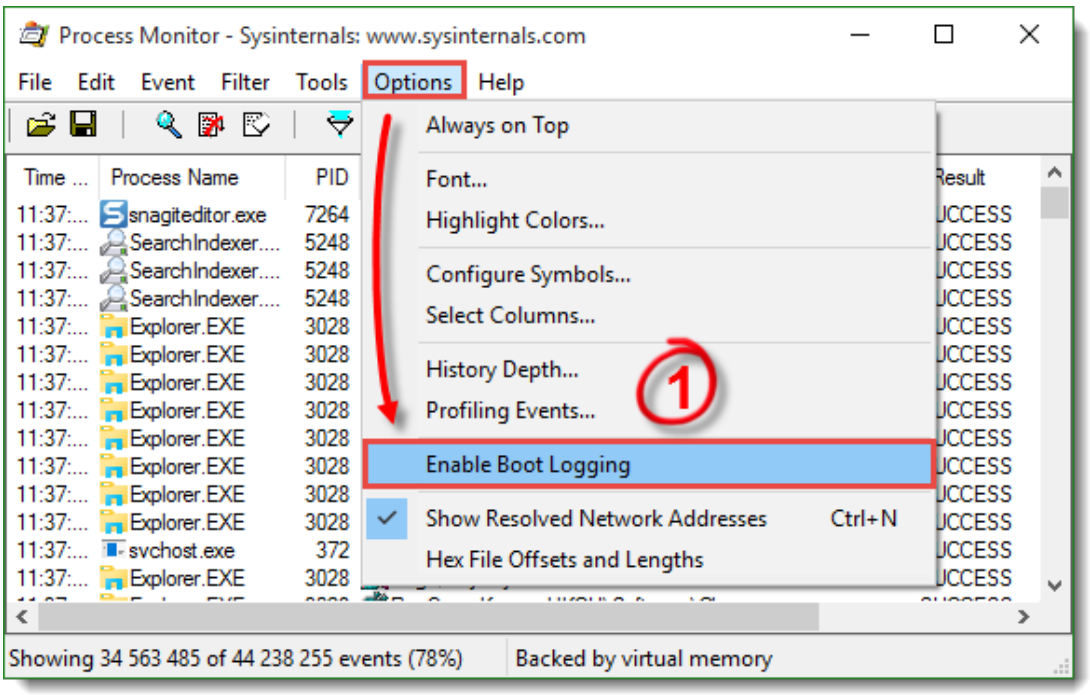

Figure 3-1

1. Select the check box next to **Generate profiling events** to enable it, set the frequency to **Every second** and then click **OK**.

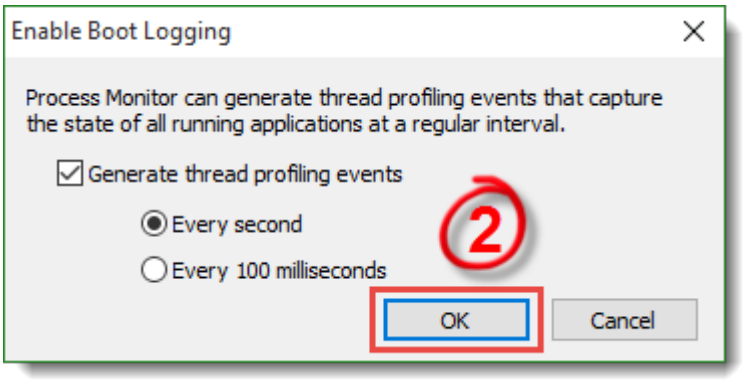

Figure 3-2

1. Restart your computer, reproduce your issue and then run **Process Monitor**. Click **Yes** at the prompt to save the boot log.

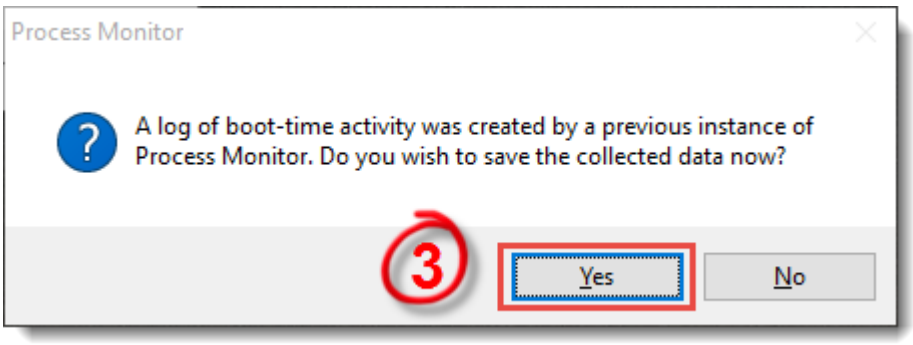

Figure 3-3

1. Save the boot log as a **Procmon Log (.PML)** file and make a note of where it is saved.

2. Navigate to the folder where you saved .PML file, you may need to make hidden files visible to see this folder.

3. Select 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.

Running ProcMon against a Remote Machine

Utilizing psexec, you can run ProcMon against a remote machine.

To start the trace on a remote computer run:

```
Psexec \\<hostname> /s /d procmon.exe /accepteula /quiet /backingfile c:\hostname_trace.pml
```

Now, to stop the trace on the remote computer run:

```
Psexec \\<hostname> /s /d procmon.exe /accepteula /terminate
```

Finally, copy the log file to your remote machine for viewing:

```
xcopy \\<hostname>\c$\hostname_trace.pml c:\TEMP
```

You can then view the log file in ProcMon locally by running:

```
Procmon /openlog c:\temp\hostname_trace.pml
```

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- Create a full memory dump of a VMware virtual machine
- How do I generate a memory dump manually?
- How to create a Wireshark log
- Run the Info_get.command on a Linux machine and send the logs to ESET Technical Support

- How do I use ESET Log Collector?