

# Diagnostics - Licensing advanced logging

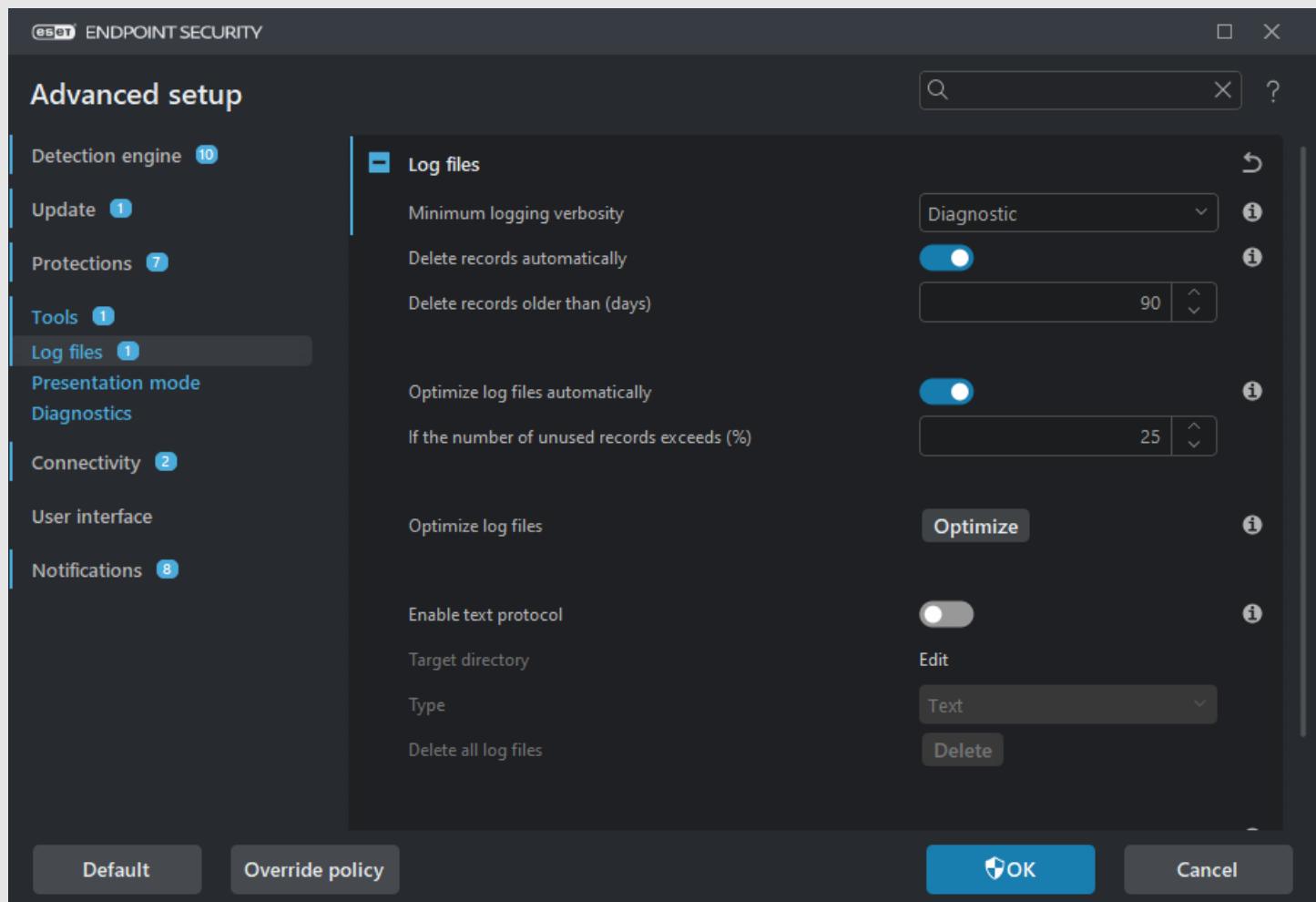
## Tema

Detaljno zapisivanje događaja tijekom licenciranja / aktiviranja.

## Postupak

Sljedeće korake provedite na jednom od računala na kojemu nije moguće aktivirati ESET-ov program.

- Otvorite ESET-ov program
- Advanced setup (F5) >> Tools >> Log files >> Log files >> postavite "Minimum logging verbosity" na "Diagnostic" umjesto "Informative":



>> Advanced setup (F5) >> Tools >> Diagnostics >> uključite "Enable Licensing advanced logging" >> OK

...

## Advanced setup

 X ?

Detection engine 10

Update 1

Protections 7

Tools 1

Log files

Presentation mode

Diagnostics 1

Connectivity 2

User interface

Notifications 8

## Advanced logging

Enable Antispam engine advanced logging



i

Enable Computer Scanner advanced logging



i

Enable Device control advanced logging



i

Enable Direct Cloud advanced logging



i

Enable Document protection advanced logging



i

Enable Email client protection advanced logging



i

Enable ESET LiveGuard advanced logging



i

Enable Kernel advanced logging



i

Enable Licensing advanced logging



i

Enable Memory tracing



i

Enable Network protection advanced logging



i

Enable Network traffic scanner advanced logging



i

Enable Operating System advanced logging



i

Enable push messaging advanced logging



i

Enable Real-time file system protection advanced logging



i

Enable Secure Browser advanced logging



i

Enable Update engine advanced logging



i

Enable Vulnerability &amp; Patch Management advanced logging



i

Enable Web control advanced logging



i

Default

Override policy

OK

Cancel

- Pokušajte aktivirati tako da u ESET-ov program upišete licenčni ključ
- Slobodno pokušajte to učiniti dva puta
- Zabilježite točno vrijeme pokušaja (da možemo u brojnim logovima locirati mjesto)
- Zabilježite poruku pogreške koja se može pojaviti u programu dolje desno (npr. ECP.20006)
- Vratite gornje postavke ("Informative" i isključen Licensing logging)
- Prikupite logove programom ESETLogCollector ELC (<https://www.nod32.com.hr/podrska/kb8275>)
- Stavite na neki online-disk (Microsoft OneDrive, DropBox, ...)
- Pošaljite nam link za preuzimanje

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