

Common Errors: Unable to Export eScan Web Console's Settings and Policy

1) Reported Issue;

Unable to Export eScan Web Console's Settings and Policy from the "Administration" - "Export & Import" option

Error Code:

Registry Editor: Cannot export c:\program files\escan\debug\webconsole.reg. Error opening the file. There may be disk or file system error.

Probable Reason:

eScan's Self-Pprotection feature was not allowing to export the registry file.

Solution:

Pause eScan Protection first and then Export the settings again.

NOTE: This was observed in very old version of eScan. If similar issue found with the existing latest version then please report it to us at support@escanav.com for analysis and solution.

2) Reported Issue:

Unable to import settings using the exported file. The "Import" button is greyed-out.

Probable reason:

User may have saved the exported zip file with a different name and not with the default file name which is "EservConf.zip"

Common Errors: Unable to Export eScan Web Console's Settings and Policy

Solution:

First rename the exported file back to its original filename format as "EservConf.zip" and then the "Import" button will get highlighted and you can import the settings by selecting that file.

Unique solution ID: #1079

Author: Nitin G Shrivarkar

Last update: 2013-06-12 12:08