

# General: How to create the debug file for Mailscan?

## How to create the debug file for Mailscan?

To create the debug file please follow the below mentioned steps:

1. Right click on the Mailscan icon and then click on **"Mail Debug information"**.
2. You will get the **"Please type your problem here"** window.
3. Type you problem in the window and then click on **"OK"**.
4. This will create the debug file as **debugms.zip** in the **C:\Program files\mailscan\debug** folder.
5. Attach the file in the email and send it to us at **support@escanav.com**, if the support team has asked for the debug file or you want to send the debug file to the eScan support team.

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