

# eScan for Windows: How to create the debug file for eScan?

## **Debug procedure : (For eScan version 10.x and version 11.x)**

- 1) Right click on the red shield icon displayed on the task bar and click on "Open Protection Center"
- 2) In the Protection center window select the "Tools" tab.
- 3) Click on the "Send Debug Information" option
- 4) Put your email address in "Mail From" Field and click on "ok".

This will create debuges.zip file in "c:\progra~1\escan\debug" folder

## **Debug procedure : (For eScan Version 9)**

- 1) Right click on the green "e" icon displayed on the task bar.
- 2) Click "Send debug information". Brief your problem in the empty text box.
- 3) Put your email address in "Mail From" Field and put support@escanav.com in "Mail To" Field and click on "ok".

This will create debuges.zip file in "c:\progra~1\escan\debug" folder

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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