

Wissensdatenbank > Support Portal > Techsupport

Techsupport

Last updated - 2023-02-07 - Support Portal

Purpose

This File shows you how to create a techsupport. All needed Information for a first overview and mostly all error messages are included in this file.

Requirements

Possible with all Netmodule Routers. Access to GUI of the Router.

Configuration

To retrieve a techsupport via Command Line please see <u>Create a Techsupport file via</u> telnet/ssh shell

If you want to create a initial support request or you've been asked by our support team you can download a Techsupport File from our Products via the Web Interface:

- System \rightarrow Troubleshooting \rightarrow Tech Support \rightarrow Download
- Follow the video below

HOME INTERFACES ROUTING	FIREWALL VPN SERVICES	SYSTEM		
System	System Syslog	LEDs Bootloader		
Settings	System Syslog	LEDS Booloader		
Time & Region				
Virtualization				
Reboot	Local hostname:	NB2800		
Authentication	Application area:	mobile V		
User Accounts	Application area.	mooie		
Remote Authentication	Reboot delay:	3 seconds		
Software Update	Enable TCP timestamps:			
Software Update	<u>.</u>			
Modem Firmware Update	Show messages and infos on log-in screen:			
Software Profiles				
Configuration	Enable Ignition Sense:			
File Configuration				
Factory Configuration	Apply			
Troubleshooting				
Network Debugging				
System Debugging				
Tech Support				

Check you Download folder if you don't get a save as window.

Extras

Increase the Debuglevels

For mor detailed analysis in techsupportfiles the debuglevel for the below listed services can be increased. To navigate there go for:

System ->	Troubleshooting ->	System Deb	ougging ->	Debug Levels
-----------	--------------------	------------	------------	--------------

HOME INTERFACES ROUTIN	NG FIREWALL VPN	SER	VICES	SYSTE	IM				
System Settings Time & Region Virtualization Reboot	System Debugging Log Viewer	Debu	g Levels	_					
Authentication User Accounts	Service	LogLe	rel						
Remote Authentication	bt-dbus	01	2	3	4	05	06	07	
Software Update	configd	01	2	3	●4	05	06	07	
Software Update Modem Firmware Update	event-manager	01	2	3	4	05	06	07	
Software Profiles	gpsd	01	2	3	4	05	06	07	
Configuration File Configuration Factory Configuration	home-agent	01	2	3	●4	05	06	07	
	led-manager	01	2	3	4	05	06	07	
Troubleshooting	link-manager	01	2	3	4	05	06	07	
Network Debugging System Debugging	mobile-node	01	2	3		05	○ 6	07	
Tech Support	qosd	1	2	3	4	05	6	07	
Keys & Certificates	sdkhost	1	2	3	4	05	06	○7	
Licensing	ser2net	01	2	3	04	05	6	07	
Legal Notice	smsd	01	2	3	4	05	6	07	
	surveyor	01	2	3	4	05	6	07	
	swupdate	01	2	3	4	05	06	○7	
	ubxd	01	2	○ 3	4	05	06	○7	
	voiced	01	2	3	4	05	06	07	
	watchdog	01	2	3	4	05	06	07	
	wwan-manager	01	2	3	4	05	06	07	
	wwanmd	()1	○2	3	4	05	6	07	

Set log filesize

To analyze the logs over a bigger time intervall, increase the filesize to max. value.

Go to:

System -> Settings -> Syslog

NET MODULE	ET MODULE WebManager					
HOME INTERFACES	ROUTING	FIREWALL VPM	SERVICES	SYSTEM	I	
System Settings		System	Syslog	LEDs	Bootloader	
Time & Region Virtualization Reboot		Storage:		flash root	v	
Authentication User Accounts		Max. filesize:		262144	kB (max. 262144)	
Remote Authentication Software Update Software Update		Redirect address:				
Modem Firmware Update						