

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

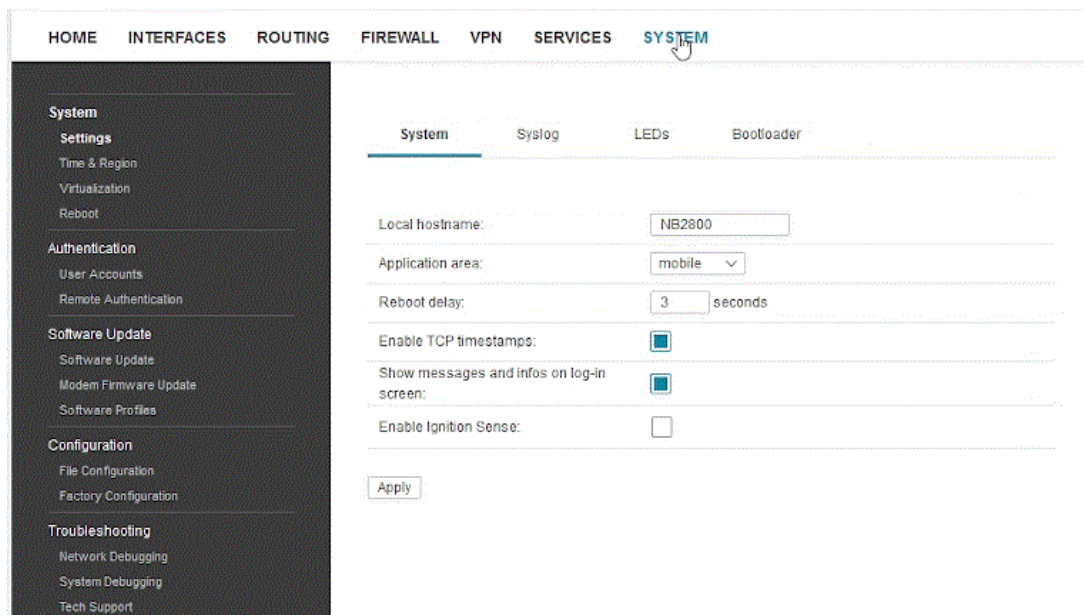
Possible with all Netmodule Routers. Access to GUI of the Router.

Configuration

To retrieve a techsupport via Command Line please see [Create a Techsupport file via 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 → Troubleshooting → Tech Support → Download
- Follow the video below



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 Debugging -> Debug Levels

NET MODULE WebManager **LOGOUT**

HOME INTERFACES ROUTING FIREWALL VPN SERVICES **SYSTEM**

System
Settings
Time & Region
Virtualization
Reboot

Authentication
User Accounts
Remote Authentication

Software Update
Software Update
Modem Firmware Update
Software Profiles

Configuration
File Configuration
Factory Configuration

Troubleshooting
Network Debugging
System Debugging
Tech Support

Keys & Certificates

Licensing

Legal Notice

System Debugging
Log Viewer **Debug Levels**

Service	LogLevel
bt-dbus	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input checked="" type="radio"/> 5 <input type="radio"/> 6 <input type="radio"/> 7
configd	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input checked="" type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 6 <input type="radio"/> 7
event-manager	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input checked="" type="radio"/> 5 <input type="radio"/> 6 <input type="radio"/> 7
gpsd	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input checked="" type="radio"/> 5 <input type="radio"/> 6 <input type="radio"/> 7
home-agent	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input checked="" type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 6 <input type="radio"/> 7
led-manager	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input checked="" type="radio"/> 5 <input type="radio"/> 6 <input type="radio"/> 7
link-manager	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 6 <input checked="" type="radio"/> 7
mobile-node	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input checked="" type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 6 <input type="radio"/> 7
qosd	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input checked="" type="radio"/> 5 <input type="radio"/> 6 <input type="radio"/> 7
sdghost	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input checked="" type="radio"/> 6 <input type="radio"/> 7
ser2net	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input checked="" type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 6 <input type="radio"/> 7
smsd	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input checked="" type="radio"/> 5 <input type="radio"/> 6 <input type="radio"/> 7
surveyor	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input checked="" type="radio"/> 5 <input type="radio"/> 6 <input type="radio"/> 7
swupdate	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input checked="" type="radio"/> 5 <input type="radio"/> 6 <input type="radio"/> 7
ubxd	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input checked="" type="radio"/> 5 <input type="radio"/> 6 <input type="radio"/> 7
voiced	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input checked="" type="radio"/> 5 <input type="radio"/> 6 <input type="radio"/> 7
watchdog	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input checked="" type="radio"/> 5 <input type="radio"/> 6 <input type="radio"/> 7
wwan-manager	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 6 <input checked="" type="radio"/> 7
wwanmd	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 6 <input checked="" type="radio"/> 7

Apply Reset

Set log filesize

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

Go to:

System -> Settings -> Syslog

System

Settings

Time & Region

Virtualization

Reboot

Authentication

User Accounts

Remote Authentication

Software Update

Software Update

Modem Firmware Update

System

Syslog

LEDs

Bootloader

Storage:

flash root

Max. filesize:

262144

kB

(max: 262144)

Redirect address:

Apply