

## 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

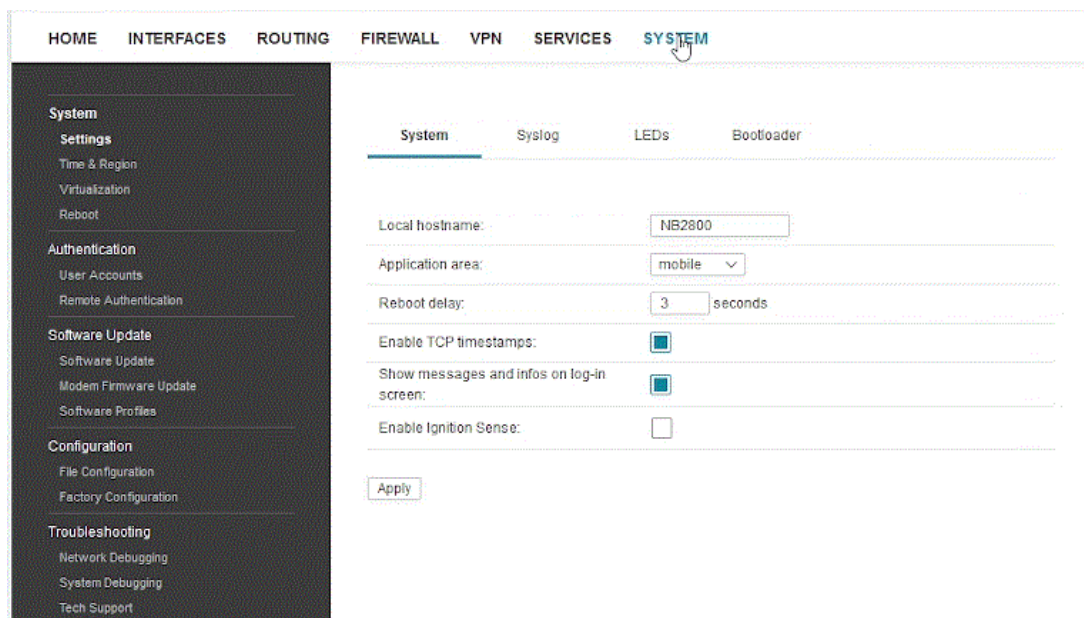
Possible with all Netmodule Routers. Access to GUI of the Router.

### 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 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            |
| sdkhost       | <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