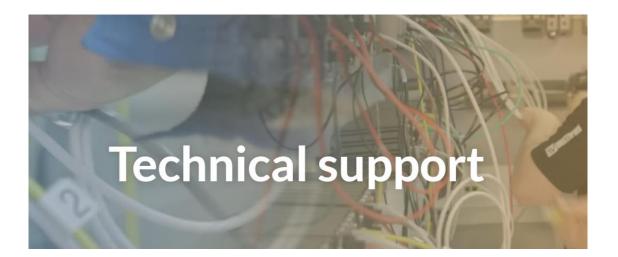


QN-004-WUK

Creating a Westermo Tech Support File

How to create a Westermo Tech Support file on WeOS devices and ADSL-350/xRD series routers







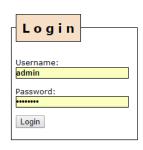
Creating a Tech Support File

1. Creating a Tech Support File on a WeOS device

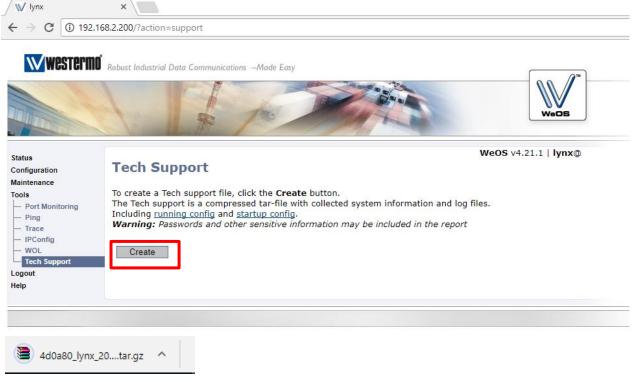
The Tech Support file is available in WeOS version 4.12 or later.







Navigate to Tools->Tech Support



Click on the "Create" Tab to generate the Tech Support file. The file will now download in a Zipped .tar.gz file.



To view this file you will need .tar.gz readable software/program like WinRAR/ WinZIP, 7-ZIP or PEA-ZIP.

ame cfg var conntrack dsl.txt		Size 4 765	Packed Size	gz\131900_lynx_197002 Modified	217_0002.tar\ Mode	User	Group	Symbolic Link	Hard Link
cfg var conntrack dsl.txt		4 765		Mounteu	woue				
var conntrack dsl.txt				1970-02-17 01:02	0rwxr-xr-x	a duala.		Symbolic Ellik	
conntrack dsl.txt			22 016	1970-02-17 01:02	Urwxr-xr-x	admin	admin		
dsl.txt		20 300 8 922	9 216	1970-02-17 01:02	0rw-rr	admin	admin		
	abit	140	512	1970-02-17 01:02	0rw-rr		admin		
fdb.txt		1 569	2 048	1970-02-17 01:02	Orw-rr		admin		
firewall.tx	•	3 569	3 584	1970-02-17 01:02	0rw-rr		admin		
history.txt		148	512	1970-02-17 01:02			admin		
ifconfig.tx		2 149	2 560	1970-02-17 01:02			admin		
ipsec.txt	-	142	512	1970-02-17 01:02	0rw-rr	admin	admin		
netstat.txt		4 762	5 120	1970-02-17 01:02	0rw-rr	admin	admin		
processes		4 337	4 608	1970-02-17 01:02	0rw-rr		admin		
rmon.txt		2 128	2 560	1970-02-17 01:02	0rw-rr	admin	admin		
routing.tx	t	732	1 024	1970-02-17 01:02	0rw-rr	admin	admin		
serial.txt		604	1 024	1970-02-17 01:02	0rw-rr	admin	admin		
system.txt	t	4 749	5 120	1970-02-17 01:02	0rw-rr	admin	admin		

E-Mail Tech Support

In order for us to help you as quickly as possible, please describe the problem as thoroughly as possible and if available, please provide a topology map of you network. Please export the Tech Support file and attach to the email.

Please send the email to your local Westermo Office.



2. Creating a Tech Support File on ADSL-350/xRD-Series routers

The Tech Support file is available in firmware v1.6.4.0 or later on the ADSL-350 and v1.7.3.0 on the xRD-Series routers.

• Log into the switch using your credentials

Authentie	
	ction to this site is not private
Username	admin
Password	******

Navigate to System->Support and right click on the support-file link and "Save link as..."



Logged in as admin Host: MRD-355-e0-a0-ee

Support

Technical Support	
support-file (right click here	to save)
Open link in new tab	
Open link in new window	,
Open link in incognito wi	indow
Save link as	
Copy link address	
Inspect	Ctrl+Shift+I

QN-004-WUK



• To view this file you will need .tar readable software/program like WinRAR/ WinZIP, 7-ZIP or PEA-ZIP.

Zz (:\Users\	tech\[Docum	ents	\tech-si	upport\.\							_		×
File	Edit V	ïew	Favorit	tes	Tools	Help									
÷		\checkmark	7 00	♦	-	×	ĩ								
Add	Extract	Tes	t Co	ру		Delete									
1	🗋 C:\U	lsers\t	ech\Do	ocum	nents\te	ch-supp	ort\.\								`
Nam	e					Size		Packed Size	Modified	Mode	User	Group	Symbolic Link	Har	d Link
h	ome					495 424	Ľ.	496 128							
tn						56	j	512							
va	r					1 051 318	3	1 055 744							

• This folder contains the configuration files, logs, Firewall rules etc.

E-Mail Tech Support

In order for us to help you as quickly as possible, please describe the problem as thoroughly as possible and if available, please provide a topology map of you network. Please export the Tech Support file and attach to the email.

Please send the email to your local Westermo Support office.



Revision history for version 1.0

Revision	Rev by	Revision note	Date
00			
01			
02			
03			
04			
05			
06			
07			





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