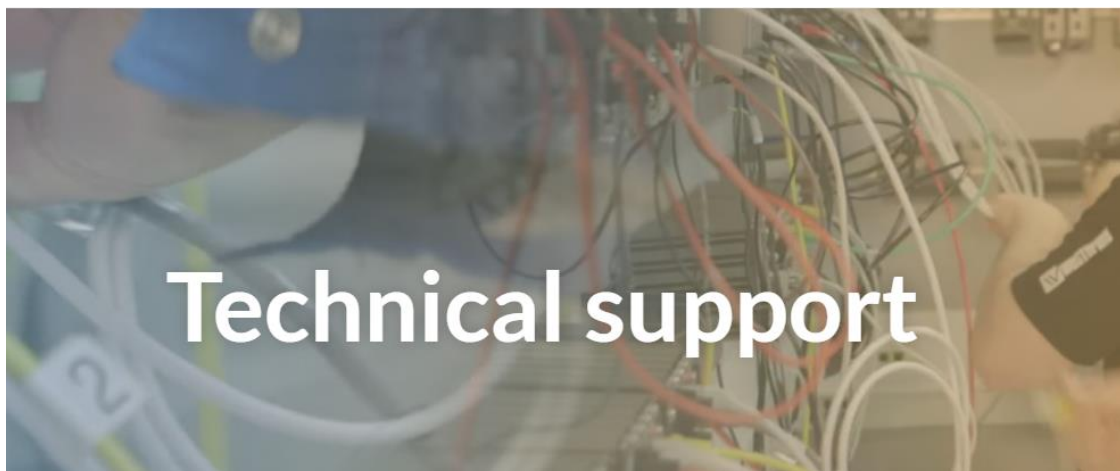# Creating a Westermo Tech Support File

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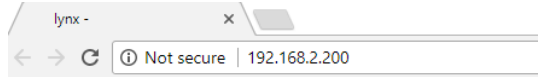
Creating a Tech Support File

1. Creating a Tech Support File on a WeOS device

The Tech Support file is available in WeOS version 4.12 or later.
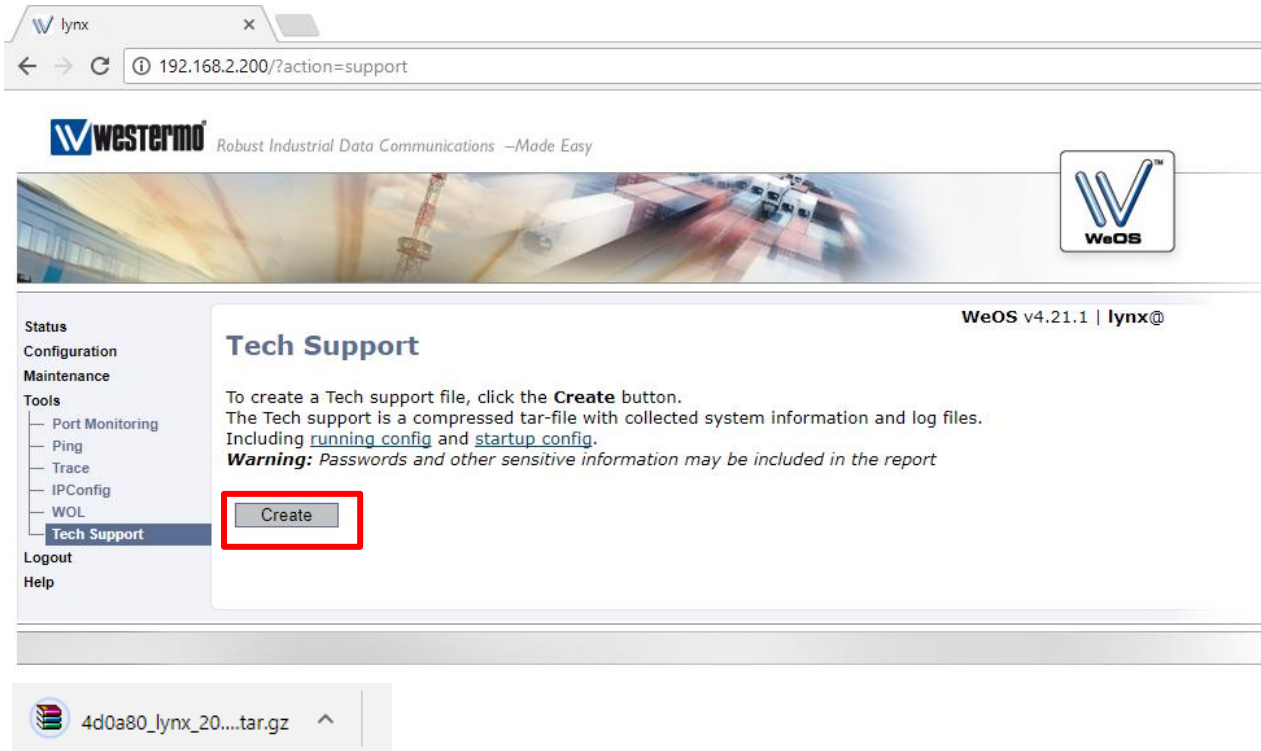
- Log into the switch using your credentials

- 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.

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- To view this file you will need .tar.gz readable software/program like WinRAR/ WinZIP, 7-ZIP or PEA-ZIP.
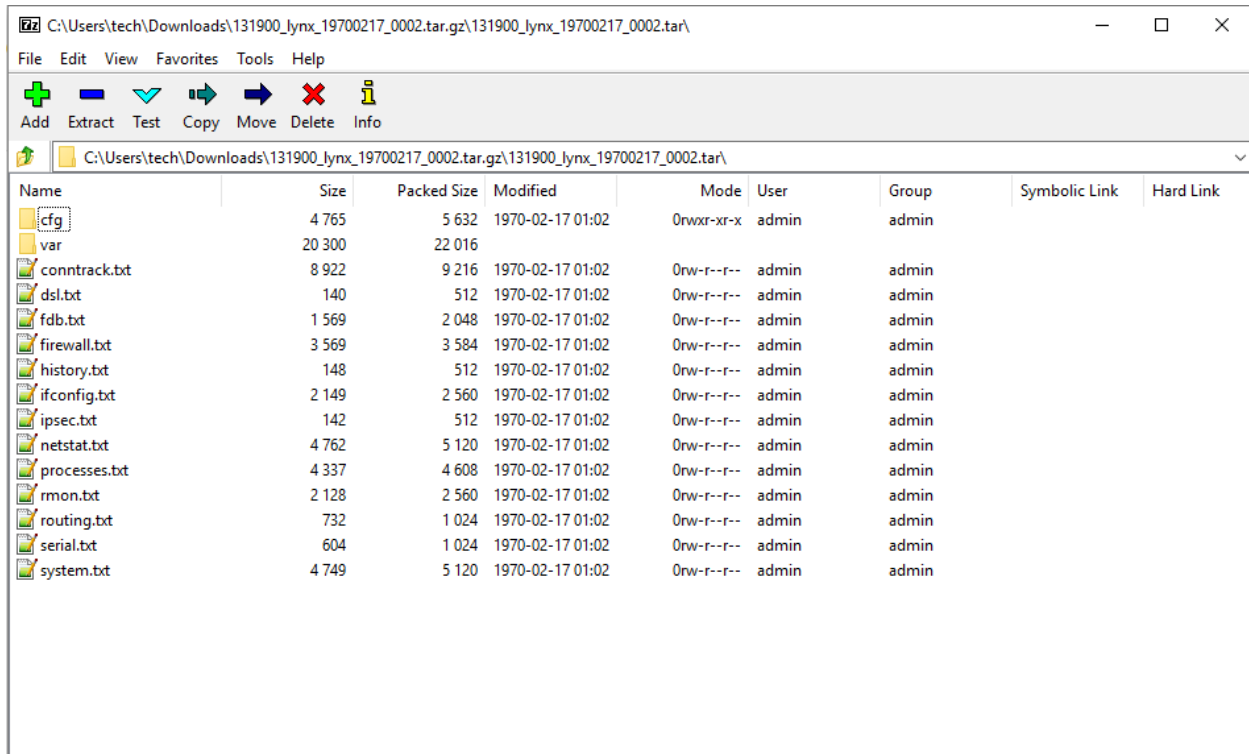
- This folder contains the configuration files, logs, Firewall rules etc.

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 Office.

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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

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

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

- This folder contains the configuration files, logs, Firewall rules etc.
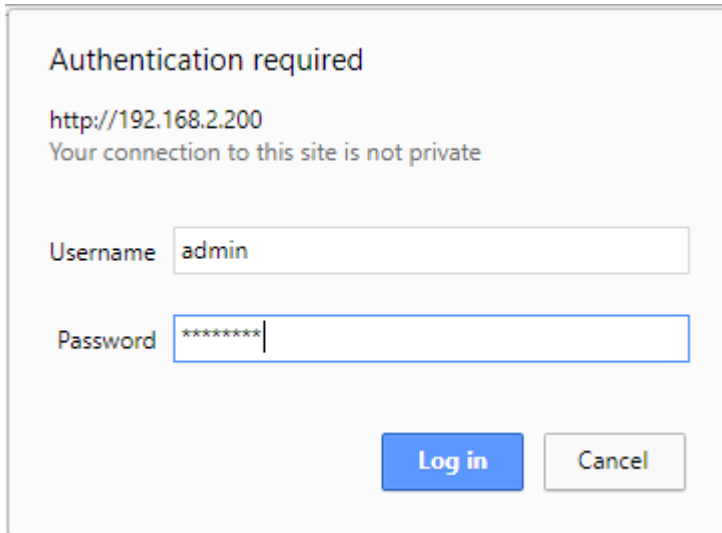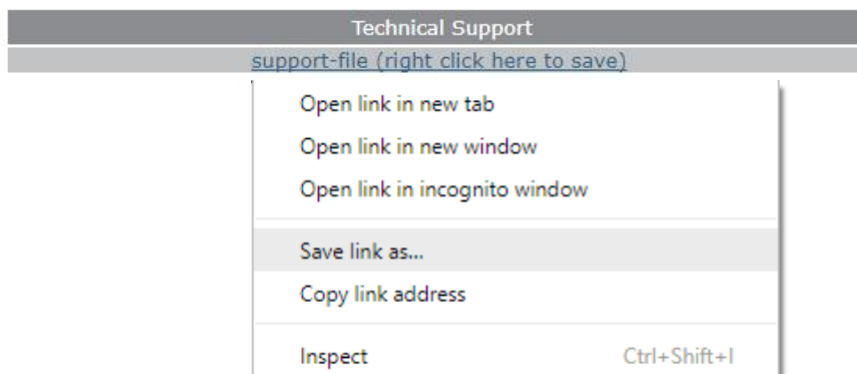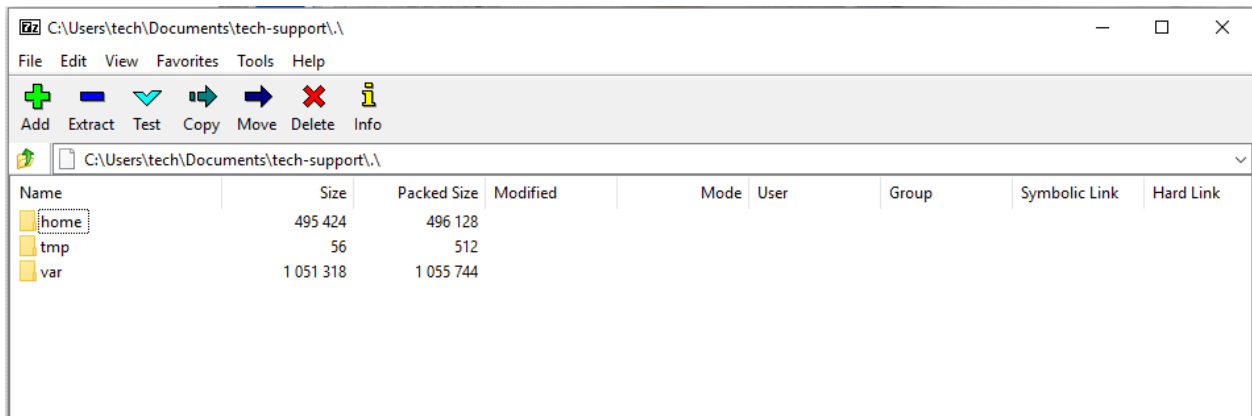
E-Mail Tech Support

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.

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Revision history for version 1.0

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

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![Westermo logo]

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For complete contact information, please visit our website at www.westermo.com/contact
or scan the QR code with your mobile phone.

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