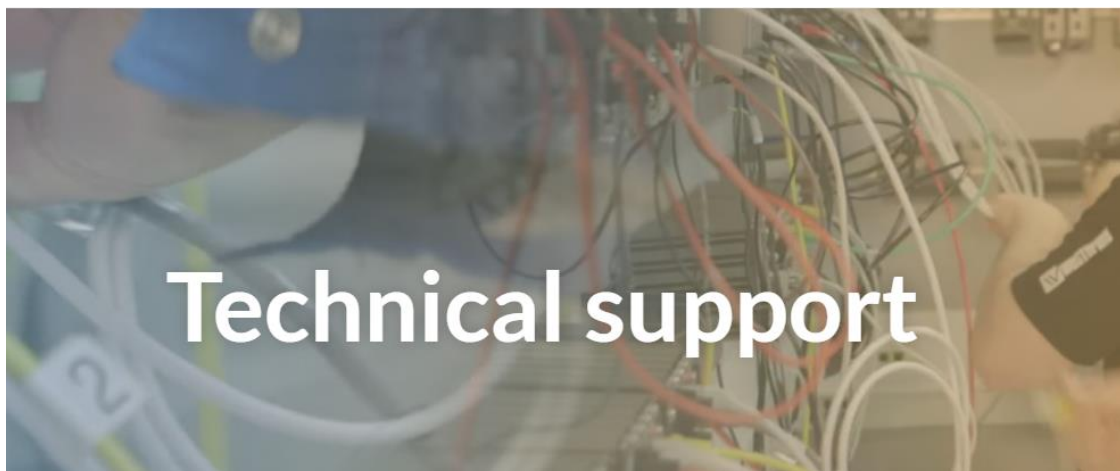


QN-004-WUK

# Creating a Westermo Tech Support File

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

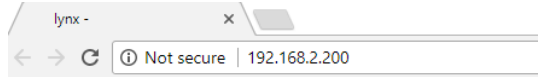


# Creating a Tech Support File

## 1. Creating a Tech Support File on a WeOS device

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

- Log into the switch using your credentials

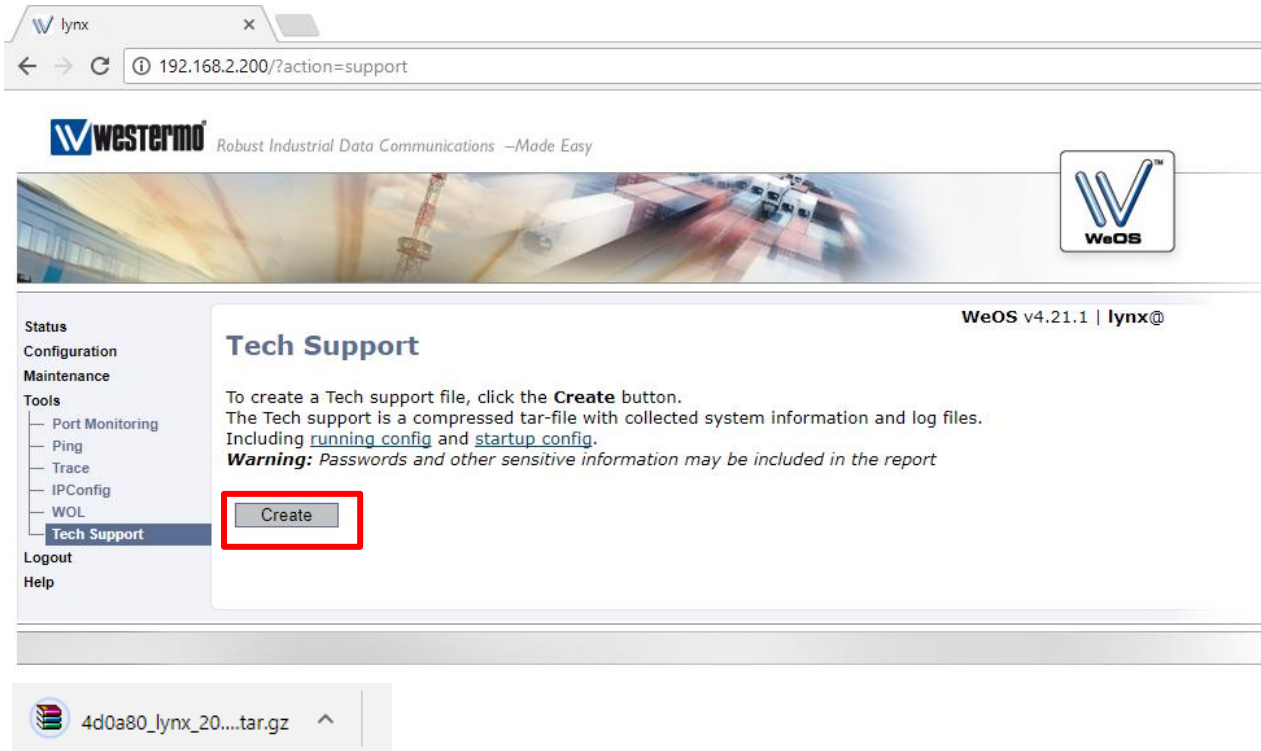


**Login**

Username:

Password:

- Navigate to Tools->Tech Support



lynx

192.168.2.200/?action=support

**Westermo** Robust Industrial Data Communications –Made Easy

WeOS

WeOS v4.21.1 | lynx@

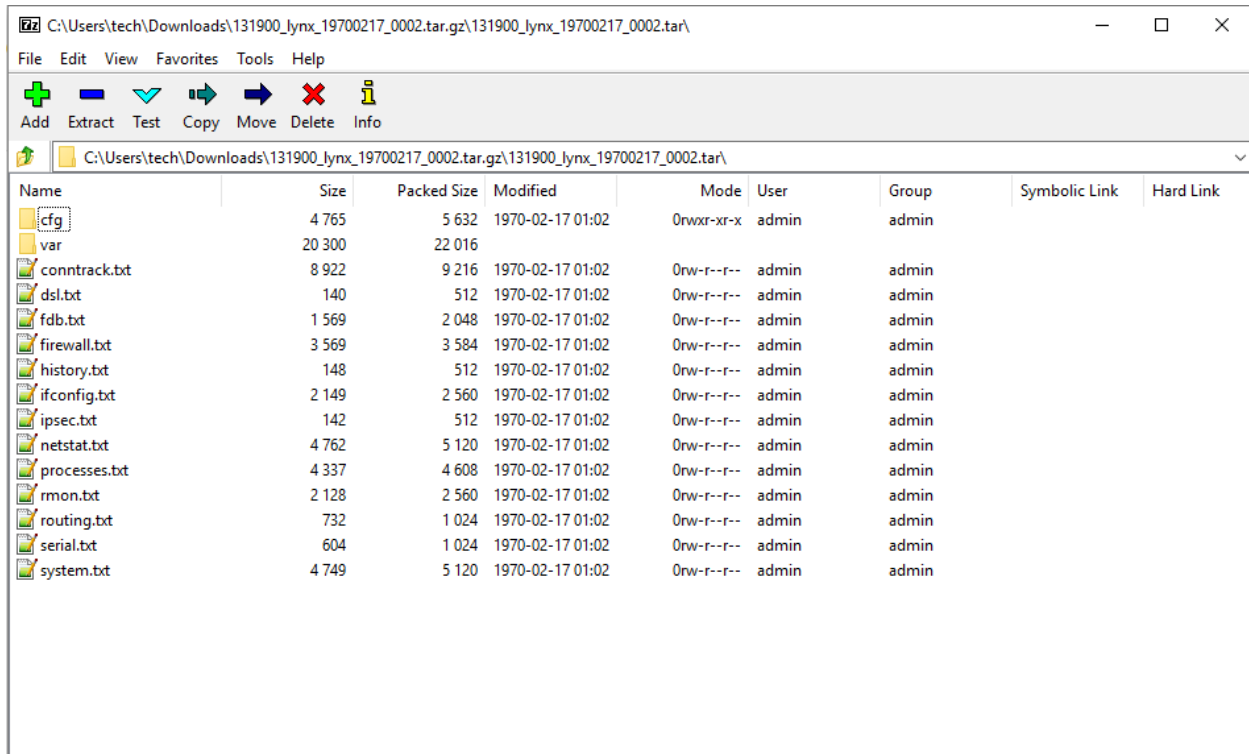
**Tech Support**

To create a Tech support file, click the **Create** button.  
The Tech support is a compressed tar-file with collected system information and log files.  
Including [running config](#) and [startup config](#).  
**Warning:** Passwords and other sensitive information may be included in the report

4d0a80\_lynx\_20....tar.gz

- 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.



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

## E-Mail Tech Support

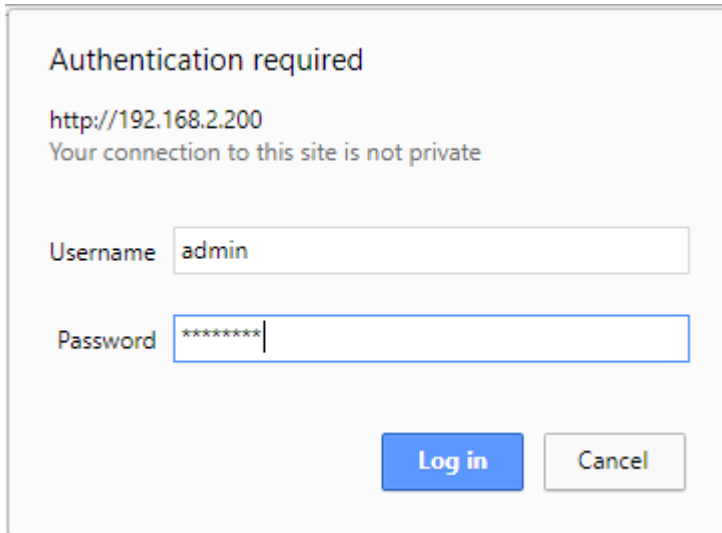
In order for us to help you as quickly as possible, please describe the problem as thoroughly as possible and if available, please provide a topology map of you network. Please export the Tech Support file and attach to the email.

Please send the email to your local Westermo Office.

## 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



Authentication required

http://192.168.2.200  
Your connection to this site is not private

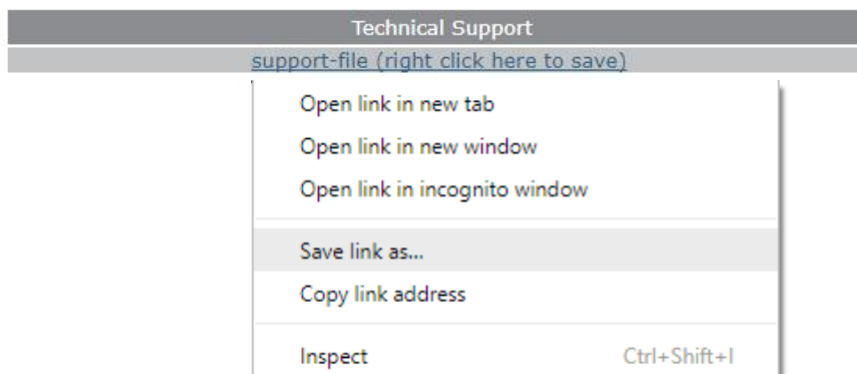
Username

Password

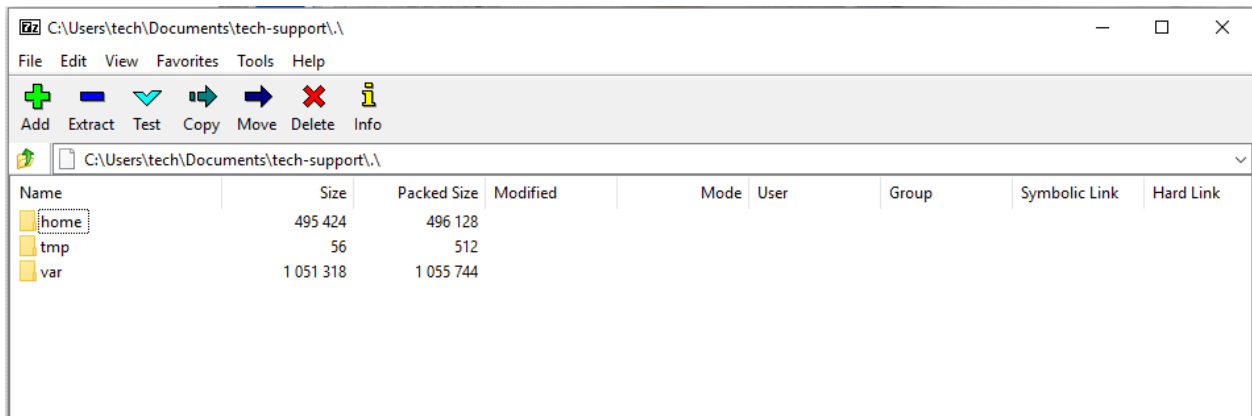
- Navigate to System->Support and right click on the support-file link and “Save link as...”



### Support



- 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.

## Revision history for version 1.0

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



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or scan the QR code with your mobile phone.