

Garretcom Magnum DX Series Routers: Steps For Collecting Information For Troubleshooting

1. Download and send the trouble file located at:
https://<DX_IP_Address>/fs/trouble.htm

This file contains information about the software stack, threads, processes etc. which is useful to the software engineering team.

2. Get the configuration file by going to:
Administration>Configuration>Files and download the one that is “Current”. [Radio box next to it will be selected under the “Current” column. Then click on the “Config*.xml” file to download it as an “.xml”.
The configuration can be viewed via a XML viewer application that can be downloaded from the Internet for free.

3. Get the log files by going to:
Events>Files and download the log file marked “Active” and any other log file by simply clicking on them. If the “Firewall” feature is also running, then DX also keeps a “firewall” log file in the same location as the other log files.

4. To check if licenses are installed, simply go to:
Administration>Software Features and the screen will show the installed licenses. There are two types of licenses on DX
MNS-DX-SECURE: This is the license for using features like Firewall and VPN.
MNS-DX-ADVAR: This is license for using advanced routing options like BGP,OSPF.