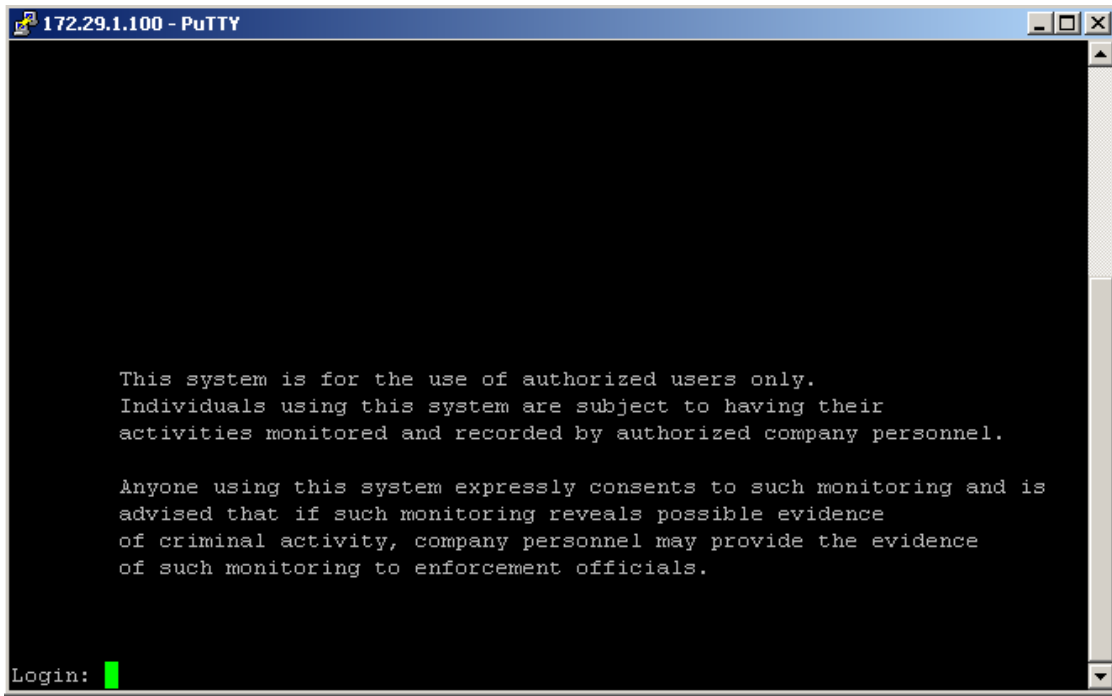


Gathering troubleshooting info on the 10RX/5RX (CLI)

Using the CLI to gather troubleshooting info

Login to the main page



```
172.29.1.100 - PuTTY

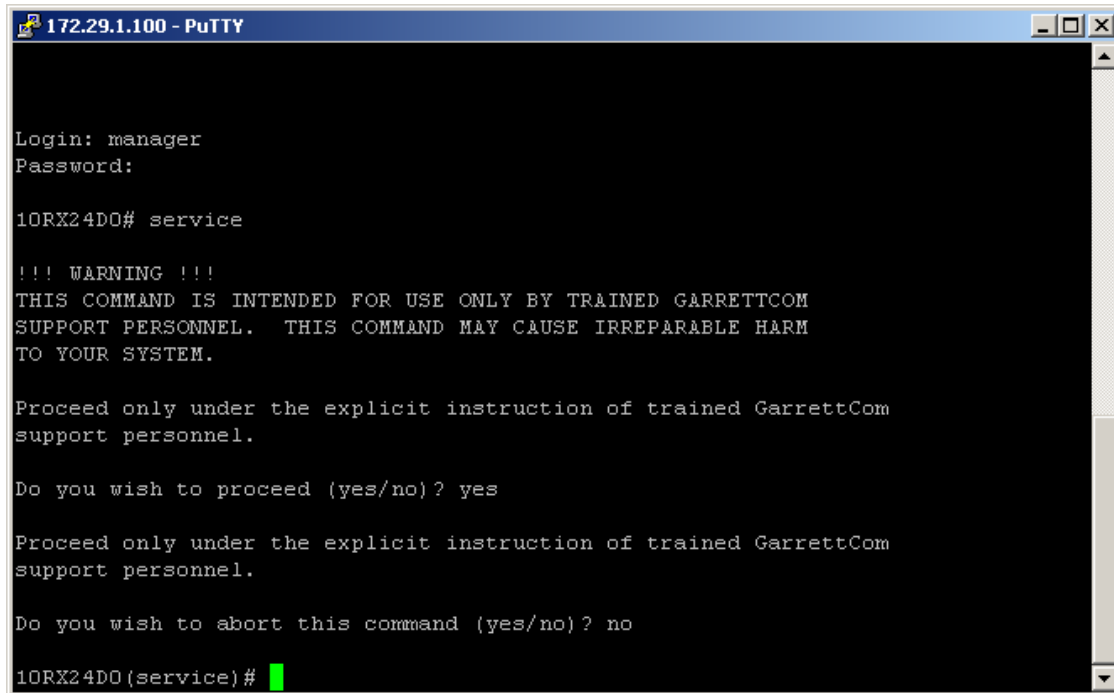
This system is for the use of authorized users only.
Individuals using this system are subject to having their
activities monitored and recorded by authorized company personnel.

Anyone using this system expressly consents to such monitoring and is
advised that if such monitoring reveals possible evidence
of criminal activity, company personnel may provide the evidence
of such monitoring to enforcement officials.

Login: █
```

Default username:manager password:manager

Enter the service mode from the CLI prompt



```
172.29.1.100 - PuTTY
Login: manager
Password:
10RX24D0# service

!!! WARNING !!!
THIS COMMAND IS INTENDED FOR USE ONLY BY TRAINED GARRETTCOM
SUPPORT PERSONNEL.  THIS COMMAND MAY CAUSE IRREPARABLE HARM
TO YOUR SYSTEM.

Proceed only under the explicit instruction of trained GarrettCom
support personnel.

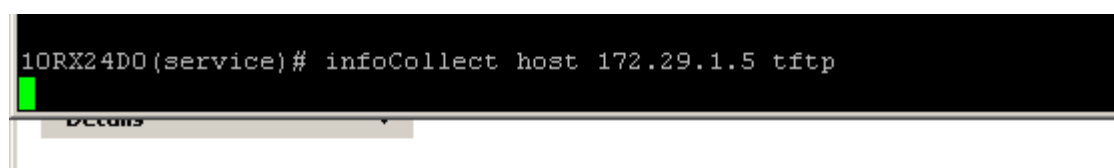
Do you wish to proceed (yes/no)? yes

Proceed only under the explicit instruction of trained GarrettCom
support personnel.

Do you wish to abort this command (yes/no)? no
10RX24D0(service)#
```

The service mode allows you to use the infocollect command to download the troubleshooting file

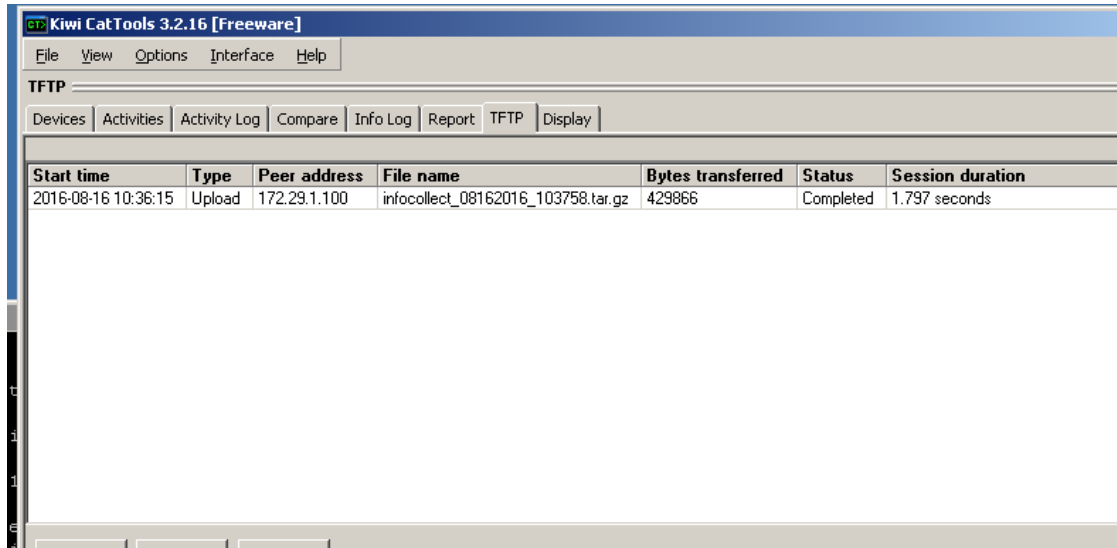
Use the infocollect command to generate the infocollect file



```
10RX24D0(service)# infoCollect host 172.29.1.5 tftp
```

This may take some time especially if the system is busy, infocollect allows you to use an sftp server or tftp server for file transfer (example tftp)

The file will be saved in the default download directory for the application you are using



As an additional request please add a prefix to the filename with the model and last 4 digits of the MAC address for the system

example; 10RX_24D0_infocollect_08162016_103758.tar.gz

Add this file to you Parature Ticket when you create it; Or send this file via email with you support request

Ticket Description

* Issue Type:

* Summary:


* Description(maximum 64,000 characters):

Options


10RX_24D0_infocollect_08_16_2016_10_06_26.tar.gz ([Remove](#))



Email Notification:

Contact CC List:

Use the attach file button in parature or the insert file into your email application