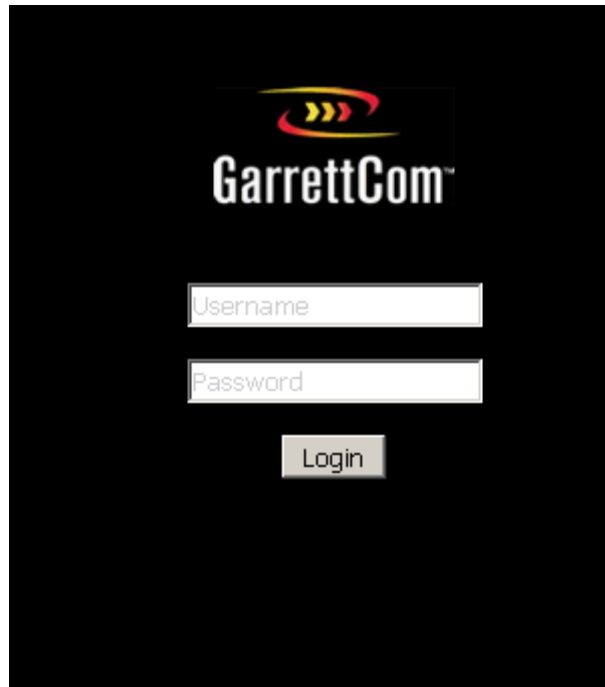


## Gathering troubleshooting info on the 10RX/5RX

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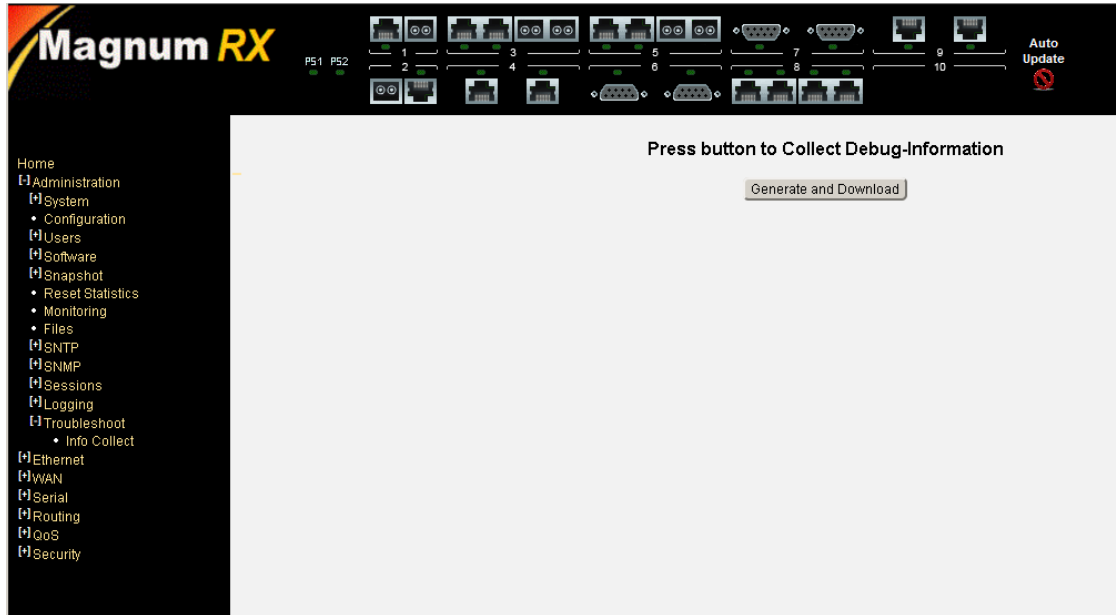
This guide will walk you through using the Web GUI to gather troubleshooting info.

### Login to the main page



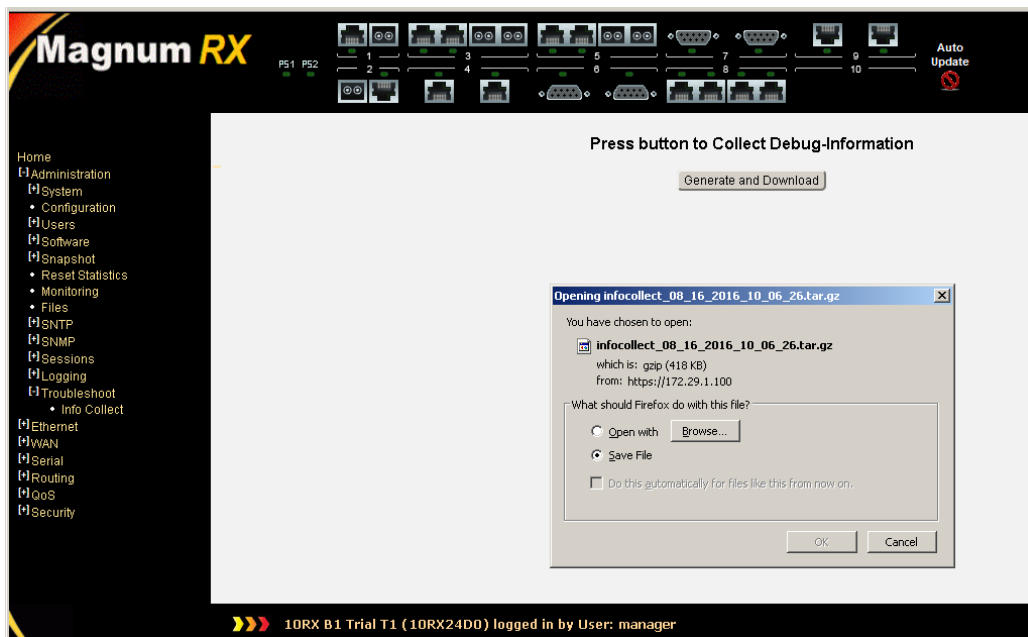
Default username:**manager** password:**manager**

Select "Administration" > "Troubleshoot" from the Side Menu, click on Info Collect



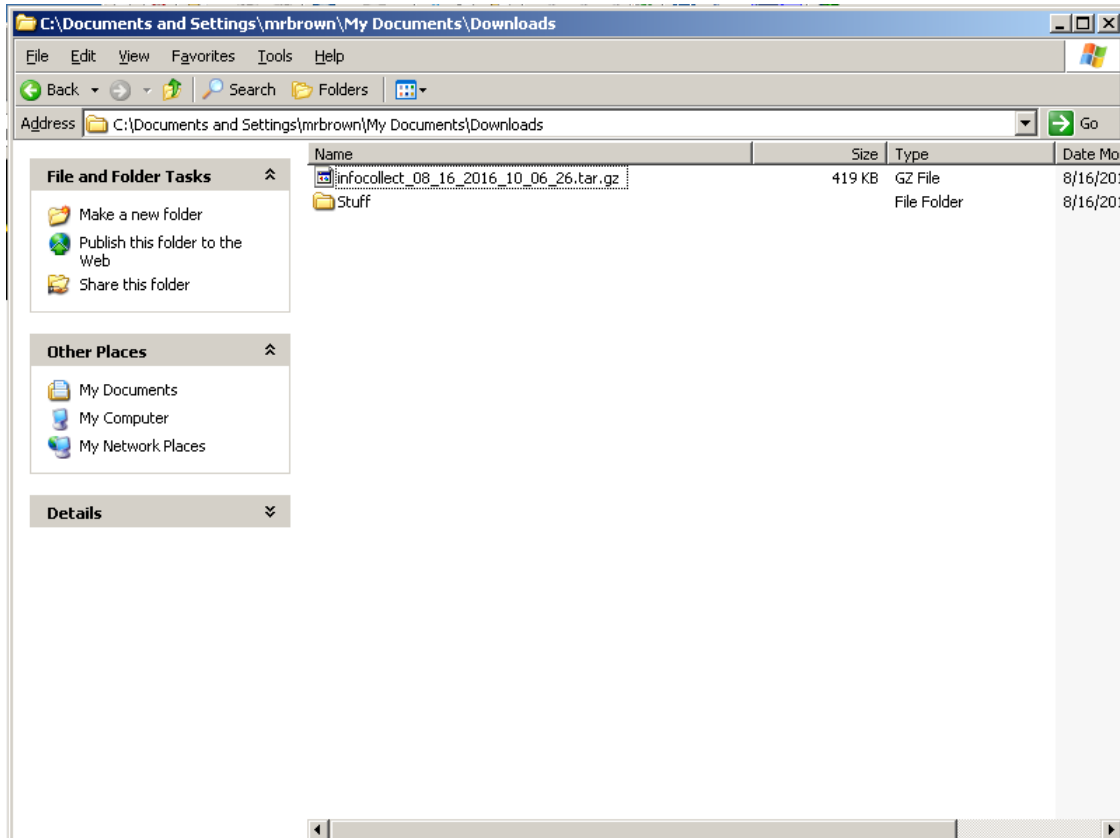
This button collects all pertinent information and tars then zips into a file which it then downloads

Save Dialog after pressing the Generate and Download button



This may take some time especially if the system is busy

The file will be saved in the default download directory for the browser 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\_08\_16\_2016\_10\_06\_26.tar.gz

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