



Collecting Logs for Support

Application Note

version 1.1

Revision History
Updated: June 04, 2021

1. INTRODUCTION

1.1 Overview

In order to troubleshoot specific issues it may be necessary to collect logs stored on a MultiTech device and provide them to support. A general procedure for use with MultiTech devices running mPower™ firmware is:

- Configure the device to collect debugging information in the logs.
- Replicate the behavior.
- Upload the logs from the device to a computer
- Attach logs to a Work Item on a Case in the MultiTech Support Portal.

1.2 Applicable Products

Conduits, Conduit-AP, IP67 Conduits, MTRs running mPower™ Software
Models: MTCDT MTCDTIP, MTCAP

2. REQUIREMENTS

2.1 Overview

- Laptop or Computer
- MultiTech Product Running mPower™

2.2 Additional Documentation

[mPower™ Edge Intelligence Software Guide](#)

3. Collect Logs from Device

4.1 Configure Device to Collect Debugging Information

**Note: This procedure was tested with mPower™ firmware revision 5.3.0.*

Sign in to the device using an Administrator account.

In the left navigation pane click on “**Administration**” and then “**Debug Options**”



In the “**Logging**→**Debug Log Level**” drop down select “**DEBUG**”. Click “**Submit**”:

Radio Terminal [show ↓](#)

Auto Reboot Timer

Auto Reboot
DISABLED

Logging

Debug Log Level
DEBUG

Download Logs

Data Traffic Statistics

Save Timeout (Seconds)
300

Save Data Limit (MBytes)
5

Ping

IP Address or URL

Network Interface
ANY

Ping

Reset Options

Reset Modem

Submit Reset To Default

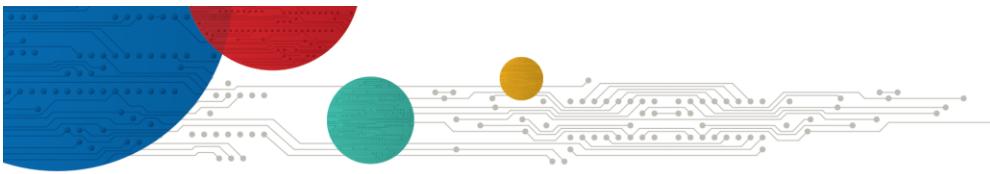
4.2 Replicate Behavior

Once the device has been configured to collect debugging information replicate the conditions and behavior of interest.

4.3 Transfer Logs

Sign in to the device using an Administrator account. Click on “**Administration**” and then “**Debug Options.**”

Click on the “**Download Logs**” link. A zip file containing the device logs will be downloaded into a browser specific location:



Radio Terminal

[show ↓](#)

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Submit

Reset To Default

4.4 Attach Logs to a Work Item

Log into the MultiTech Customer Support portal (<https://support.multitech.com>) and navigate to the relevant case.

Click on the “**Add Work Item/Attachment**” link.

Click on “Browse...” in the “Attachments:” section of the “**New Work Item**” page.

In the “**File Upload**” dialog select the downloaded zip file containing the logs, then click the “**Open**” button.

Update the required fields in the Case and click “**Save**”.

Team members will be notified and have access to the uploaded attachment.