

Issue:

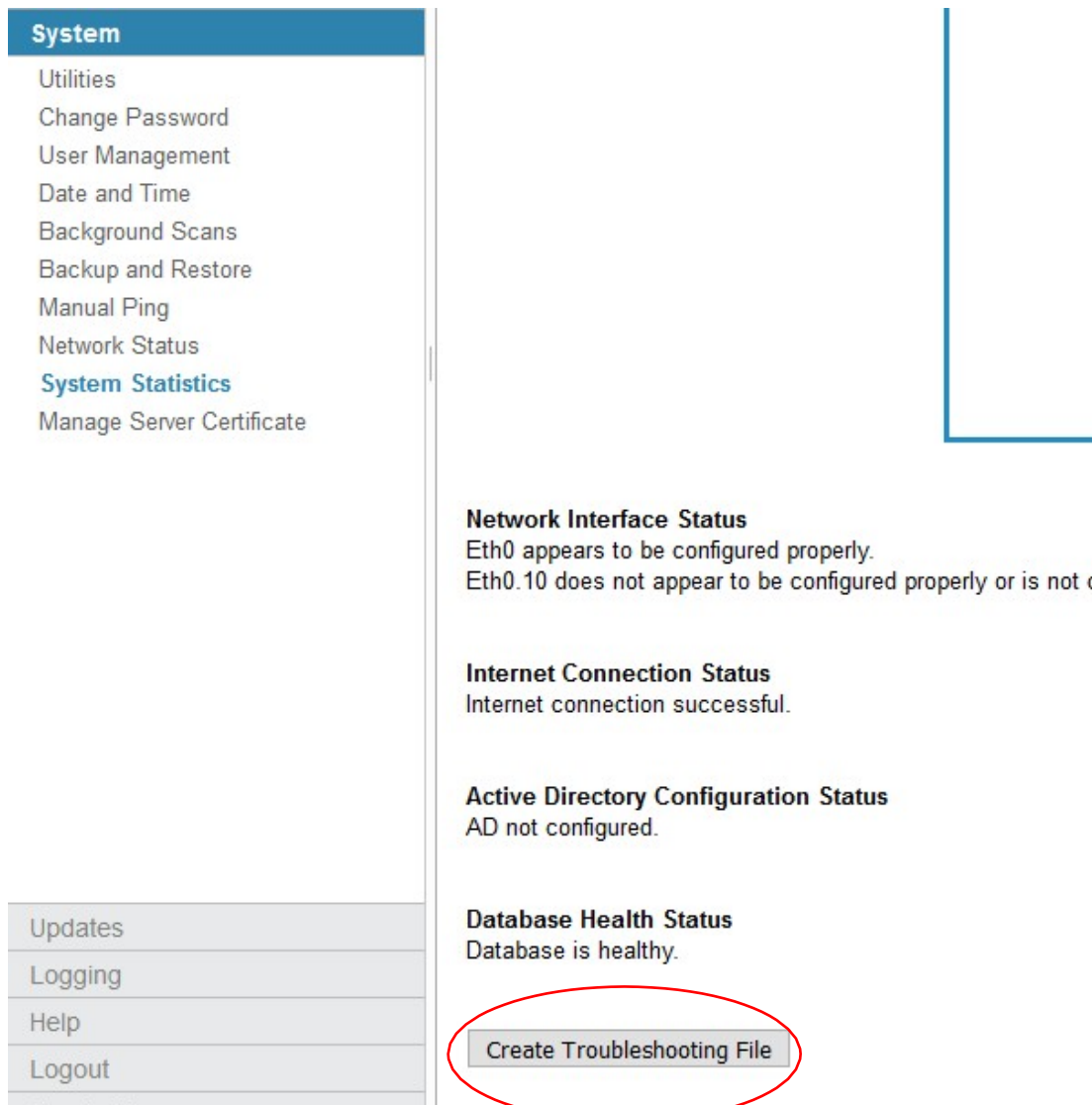
How to generate a Troubleshooting file

Resolution:

To generate the log:

In the appliance menu go to System – System Statistics. When the page displays go to the bottom and select ‘Create Troubleshooting File’

When complete download the file and send to Support.



System

- Utilities
- Change Password
- User Management
- Date and Time
- Background Scans
- Backup and Restore
- Manual Ping
- Network Status
- System Statistics**
- Manage Server Certificate

Updates

Logging

Help

Logout

Network Interface Status
Eth0 appears to be configured properly.
Eth0.10 does not appear to be configured properly or is not c

Internet Connection Status
Internet connection successful.

Active Directory Configuration Status
AD not configured.

Database Health Status
Database is healthy.

Create Troubleshooting File