

010 RW How to enable debug logging on RW20 using Admin Console

Created: 22-Jan-14

Approved by: AP

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Next Review Date: 22-Jul-14

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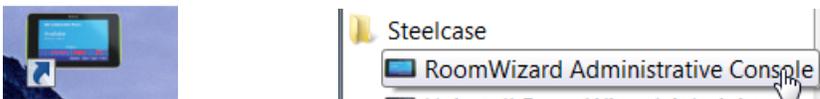
PRODUCTS: RW

SYMPTOMS: When verbose logs are required to troubleshoot an issue the following procedure can be used to enable debug logging and retrieve the files.

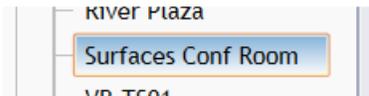
OS's: N/A

KEYWORDS: verbose

1. Double click on the desktop icon for the Admin console or select it from the start menu.



2. Select the unit(s) from which you require verbose logs.



3. On the right side panel under property on the Configuration tab, change *Debug Logging* to *On*

| Property | Value |
|----------------------|-------|
| Root Login PW | ***** |
| Admin Page PW | ***** |
| Debug logging on/off | On |

4. Right click on the unit, select *firmware* and then *Reboot Unit(s)*

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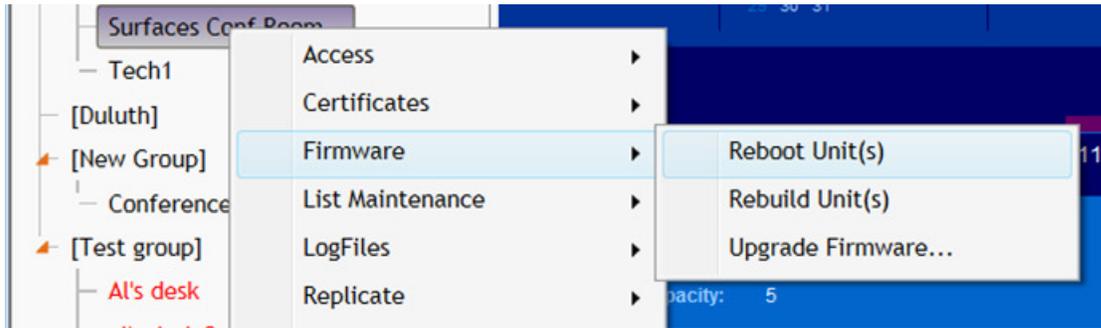
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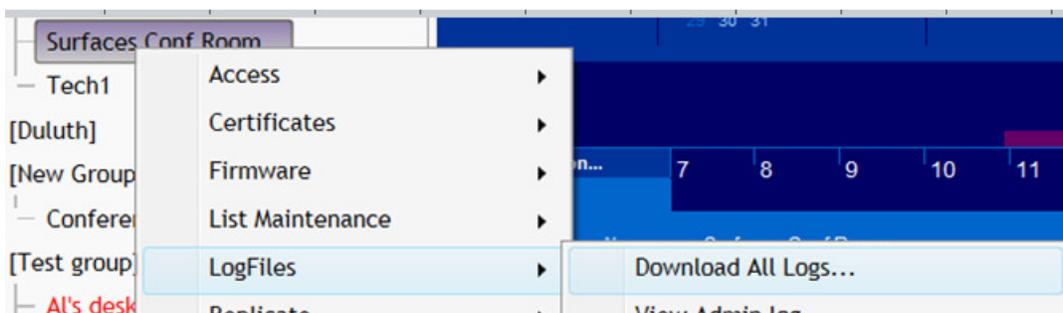
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5. Configuring the RoomWizard for debug logging is not retroactive, so after the unit comes back up you will need to wait for the problem you are troubleshooting to recur.
6. Wait 5-10 minutes to make sure that the logged data has been flushed to the disk (SD card on the RW20).
7. Right click on the unit, select *LogFiles* and then select *Download all logs*.



8. This will create a zip file on your desktop. Wait for it to completely download the file before e-mailing or transferring the file to your Tech Support Representative.