

Generate Tech-Support Information on an Sx350 Series Managed Switch Using the Web-based Utility

Objective

The Tech-Support Information provides a detailed log of the device status. This is valuable since it shows the output of many show commands, including debug command, in a single command.

This article aims to show you how to generate and copy the show-tech support information on an Sx350 Series Managed Switch using the web-based utility.

Applicable Devices

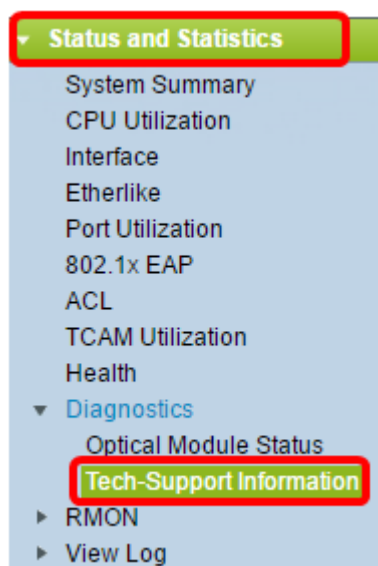
- SG350 Series
- SF350 Series

Software Version

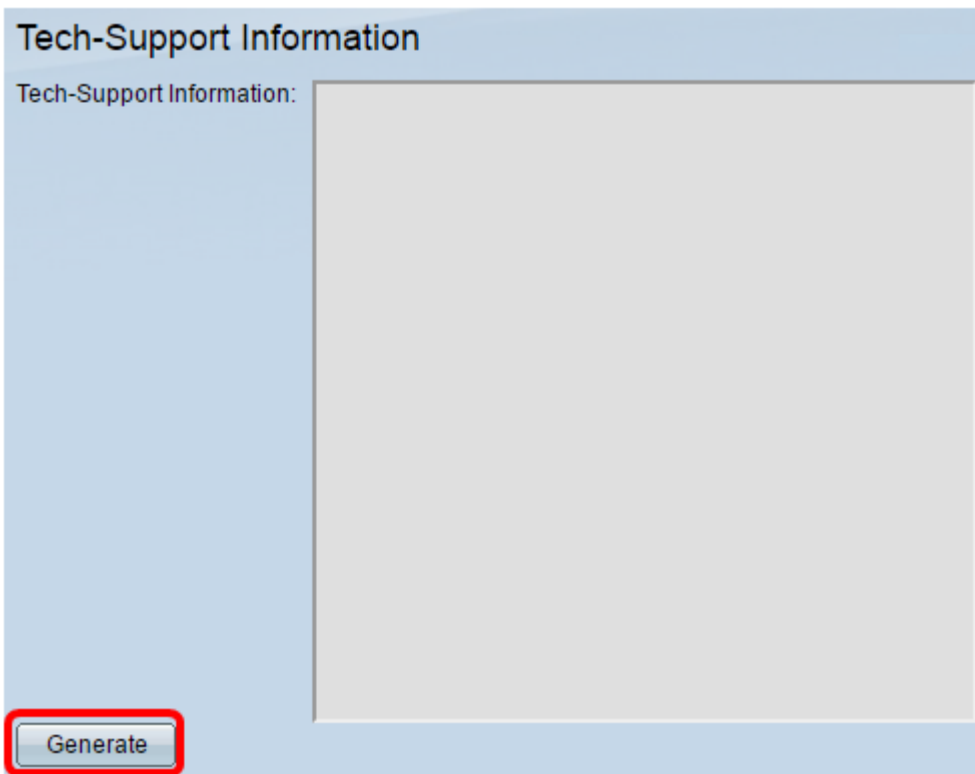
- 2.1.0.63

Generate Tech-Support Information

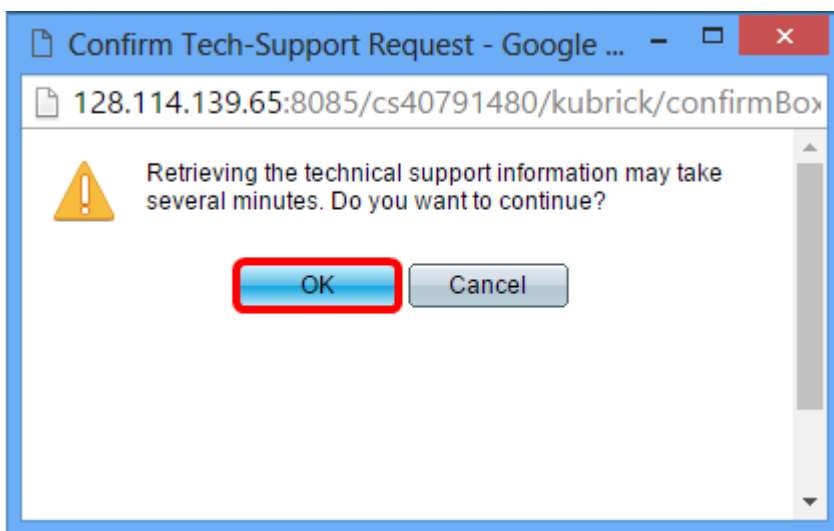
Step 1. Log in to the switch web-based utility and go to **Status and Statistics > Diagnostics > Tech-Support Information**.



Step 2. Click on the **Generate** button at the lower left portion of the Tech-Support Information page.



Step 3. Click **OK** on the Confirm Tech-Support Request popup window.



The screen will then display the whole tech-support information.

```
----- show clock -----
08:04:03 UTC Apr 26 2016
Time source is sntp
Time from Browser is disabled
----- show system -----
System Description:          SG355-10P
System Up Time (days,hour:min:sec):  00,12:14:20
System Contact:
System Name:                 switcha0ef06
System Location:
System MAC Address:          9c:57:ad:a0:ef:06
System Object ID:            1.3.6.1.4.1.9.6.1.95.10.10

Unit      Type
-----
1        SG355-10P

Unit      Fans Status
-----
1        Fans status is N/A

----- show version -----
```

Step 4. (Optional) Click on the **Select tech-support data** link to copy the information for backup purposes.

```
----- show clock -----
08:04:03 UTC Apr 26 2016
Time source is sntp
Time from Browser is disabled
----- show system -----
System Description:          SG355-10P
System Up Time (days,hour:min:sec):  00,12:14:20
System Contact:
System Name:                 switcha0ef06
System Location:
System MAC Address:          9c:57:ad:a0:ef:06
System Object ID:            1.3.6.1.4.1.9.6.1.95.10.10

Unit      Type
-----
1        SG355-10P

Unit      Fans Status
-----
1        Fans status is N/A

----- show version -----
```

[Select tech-support data](#)

You should now have successfully generated the tech-support information.