

How to download a router's troubleshoot file from RMS?

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The **Troubleshoot** is used to download troubleshoot file for your selected device(s). Troubleshoot file - downloadable archive, that contains full router configuration and all System log files.

To download troubleshoot file for your devices go to the RMS web page, Left sidebar panel, (**Management** → **Devices**) and click on **Devices** submenu.

Move your mouse pointer to the Top control **Actions** menu and select **Export Troubleshoot**.



The **Export Troubleshoot** function is used to download the troubleshoot file from the selected device(s).



Step by step Instructions

1. Select device(s) for which troubleshoot file(s) you would like to download.
2. Move your mouse pointer to the **Actions** menu and click **Export Troubleshoot**.
3. You will get a confirmation pop-up window.
4. Click the Confirm button.
5. In the **Status** column click the link to download troubleshoot files.



Useful

- You can easily download troubleshoot by clicking the file link.
- You will be able to access and redownload the troubleshoot(-s) anytime in [Management](#) → [Files](#) or in each device's details.

