

# 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 reupload the troubleshoot(-s) anytime in [Management](#) → [Files](#) or in each device's details.

