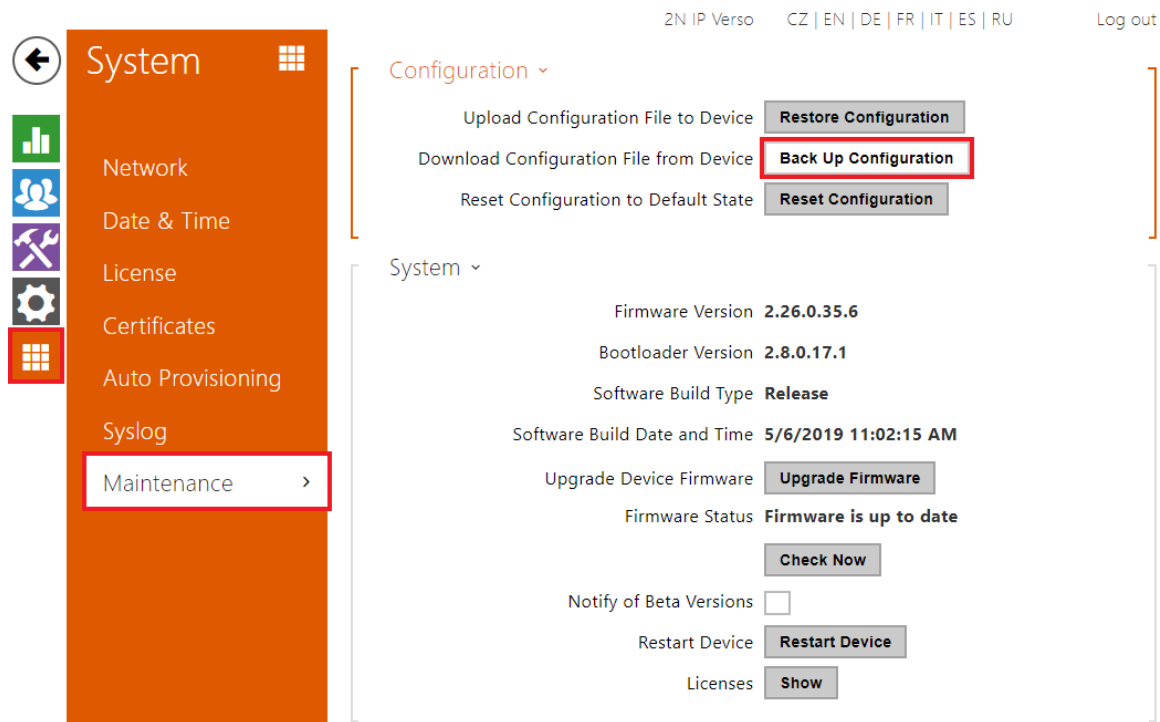


Configuration backup – How to back up configuration and how to capture network traces on 2N IP intercoms

How to back up current device configuration can be seen in the picture below.

i Backup and firmware update notice
Make sure to always back up your device's configuration before you start firmware update. Newer configuration file might not be compatible with your previous FW should you need to use it due to some compatibility issues etc.

Notice: It's highly recommended to always use the latest FW version available on 2N webpage before you report a technical issue! The issue you might be facing may already be fixed.



The screenshot shows the web interface for a 2N IP intercom. At the top right, it displays '2N IP Verso', language options 'CZ | EN | DE | FR | IT | ES | RU', and a 'Log out' link. On the left is a navigation menu with 'System' selected. The main content area is divided into two sections: 'Configuration' and 'System'. In the 'Configuration' section, there are three options: 'Upload Configuration File to Device' with a 'Restore Configuration' button, 'Download Configuration File from Device' with a 'Back Up Configuration' button (highlighted with a red box), and 'Reset Configuration to Default State' with a 'Reset Configuration' button. The 'System' section shows various status information: 'Firmware Version 2.26.0.35.6', 'Bootloader Version 2.8.0.17.1', 'Software Build Type Release', 'Software Build Date and Time 5/6/2019 11:02:15 AM', 'Upgrade Device Firmware' with an 'Upgrade Firmware' button, 'Firmware Status Firmware is up to date' with a 'Check Now' button, 'Notify of Beta Versions' with an unchecked checkbox, 'Restart Device' with a 'Restart Device' button, and 'Licenses' with a 'Show' button.

Please always send us information about your intercom's FW version and its serial number.

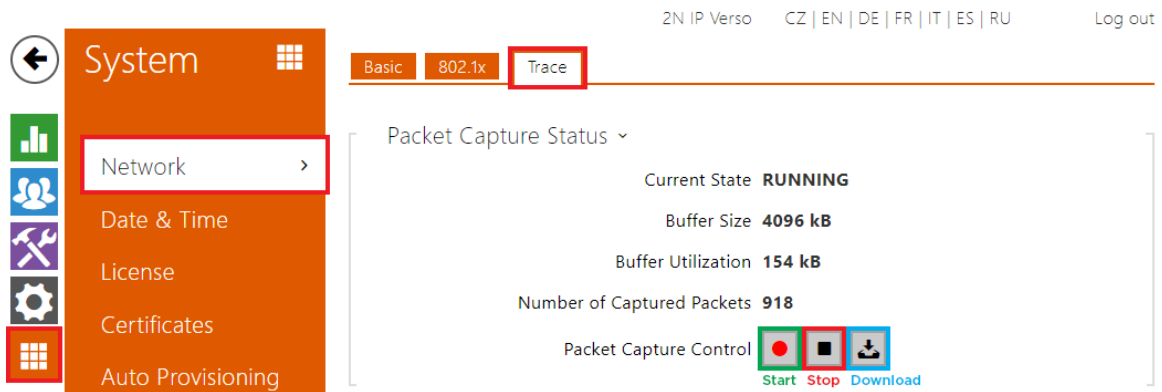
Network trace

How to capture network traces on 2N IP intercoms?

i Buffer length warning
Because the buffer for traces is limited, it is really necessary to start the trace right before you make the test call and then stop it before it reaches the maximum buffer size – 4096kB!

First of all, start the capture by clicking the "Start" button, make a call and stop the capture by clicking the "Stop"

button, then click the "Download" button to download the trace file (hiptrace.pcap) and send it to us.



The screenshot shows the 2N management interface. At the top right, there is a language menu with options: CZ | EN | DE | FR | IT | ES | RU, and a 'Log out' link. Below this, there are three tabs: 'Basic', '802.1x', and 'Trace', with 'Trace' selected and highlighted by a red box. On the left side, there is a 'System' menu with options: Network (highlighted with a red box), Date & Time, License, Certificates, and Auto Provisioning. The main content area displays 'Packet Capture Status' with the following information:

- Current State: **RUNNING**
- Buffer Size: **4096 kB**
- Buffer Utilization: **154 kB**
- Number of Captured Packets: **918**

At the bottom of the status section, there is a 'Packet Capture Control' area with three buttons: 'Start' (a green circle), 'Stop' (a red square), and 'Download' (a blue download icon). The 'Start' and 'Stop' buttons are highlighted with red boxes.

Send us description of used LAN topology, NATs, IP addresses, devices you're trying to integrate with, etc. that might help in solving the issue.