

How to provide all information to effectively resolve a technical issue on 2N® LiftIP



Info

This FAQ serves as quick guide for right report of technical issue on 2N® LiftIP device.

In case of technical issue it is necessary to send all the informations to www.support.2n.cz or to your local distributor.

- Before you will report technical issue, please upgrade the device to the latest FW version on our website www.2n.cz (there is possibility that issue is caused by bug which was already fixed).
- Detailed description of connection (network infrastructure)
- Description of LED's status. Description of these LEDs can be found in section [2.5 Description of LEDs, Terminals, Jumpers and Connectors](#)
- Serial number of the unit
- Save and send configuration backup and logs. How to do that is described here: [How to provide all information to quickly resolve a technical issue - 2N® LiftIP](#)
- Network trace made with software Wireshark between 2N® LiftIP and network device, where is 2N® LiftIP connected.