

Configuration backup - How to backup configuration and how to capture a trace on 2N® LiftIP



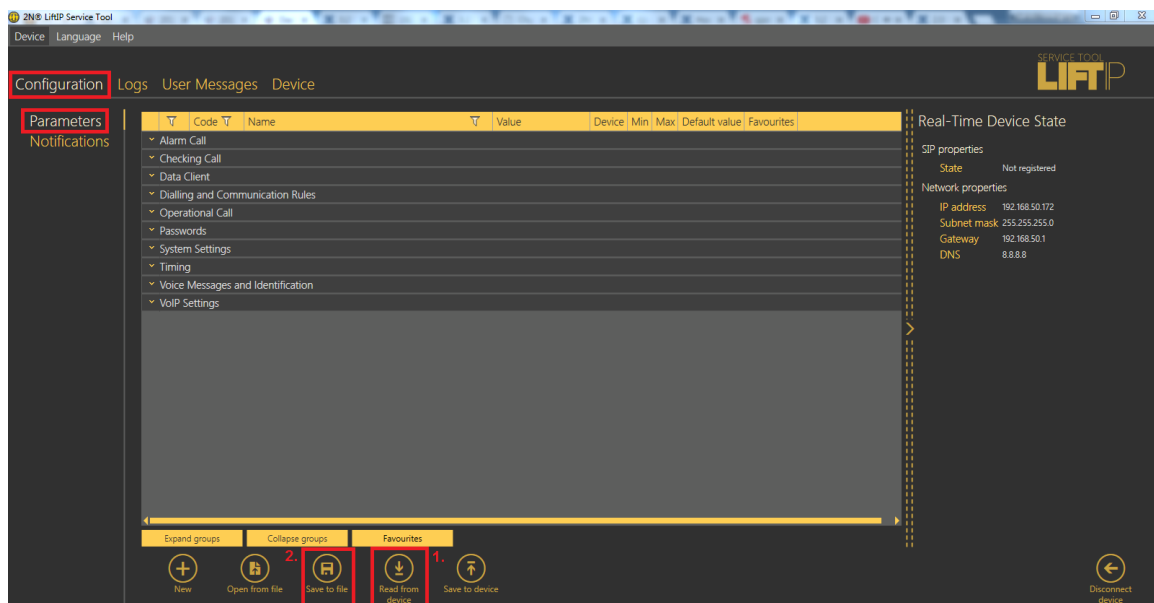
Info

This FAQ describe how to create configuration backup of 2N® LiftIP lift communicator and how to download logs for troubleshooting needs. You will need this files when you report technical issue on technical support.

Download of configuration backup

Connect to the device via 2N® LiftIP Service Tool and go to section "Configuration->Parameters".

1. Click on "Read from device"
2. Click on "Save to file"



Download of logs

Go to section "Logs" and then :

1. Click on "Read from device"
2. Click on "Save to file"

2N® LIFTIP Service Tool

Device Language Help

Configuration **Logs** User Messages Device

SEVICE TOOL
LIFTIP

Logs: '338' logs are open, starting time is '1/1/2000 12:00:00.000 AM' and end time is '1/1/2000 05:59:29.951 AM'.

Timestamp	Level	Source	Message
01.01.2000 00:00:00.000	INFO	System	2N LIFTIP central unit v2.2.0.27.15 (built at Jun 6 2016)
01.01.2000 00:00:00.000	INFO	System	POR/PDR or BOR reset occurred
01.01.2000 00:00:00.000	INFO	System	Reset from NRST pin occurred
01.01.2000 00:00:00.000	INFO	System	POR/PDR reset occurred
01.01.2000 00:00:00.003	INFO	System	HW detected: LIFT IP: s/n: 50-1496-0026, variant: 255, HW version: 1.0, MAC addr: 7C1E83.018B.E5
01.01.2000 00:00:00.01700	INFO	Tonedet	init (0)
01.01.2000 00:00:01.700	INFO	System	HW detected: AC FW 5.2.1.1
01.01.2000 00:00:02.523	ERR		Message processor failed to register connector SMS.
01.01.2000 00:00:02.993	ERR	VM interpret	Init error: cannot open vm file.
01.01.2000 00:00:02.993	DEBUG	Call ctrl	CC event [state 38]: CONNECTED
01.01.2000 00:00:02.993	DEBUG	Call ctrl	CC event [state 0]: CONNECTED
01.01.2000 00:00:02.993	INFO	System monitoring	Checking call scheduler: Nothing planned due to DB settings
01.01.2000 00:00:06.743	INFO	NET	Network is UP, IP: 10.0.0.10
01.01.2000 00:01:32.943	DEBUG	Call ctrl	CC event [state 0]: CONNECTED
01.01.2000 00:01:32.000	INFO	System	2N LIFTIP central unit v2.2.0.27.15 (built at Jun 6 2016)
01.01.2000 00:01:32.000	INFO	System	Reset from NRST pin occurred
01.01.2000 00:01:32.000	INFO	System	Software reset occurred
01.01.2000 00:01:32.003	INFO	System	HW detected: LIFT IP: s/n: 50-1496-0026, variant: 255, HW version: 1.0, MAC addr: 7C1E83.018B.E5
01.01.2000 00:01:32.003	INFO	Tonedet	init (0)
01.01.2000 00:01:33.832	INFO	System	HW detected: AC FW 5.2.1.1
01.01.2000 00:01:34.104	ERR		Message processor failed to register connector SMS.

Real-Time Device State

SIP properties
State: Not registered

Network properties
IP address: 192.168.50.172
Subnet mask: 255.255.255.0
Gateway: 192.168.50.1
DNS: 8.8.8.8

Show timestamp Show level Show log sources Auto refresh

Open from file Save to file Read from device Find (ALT+F) Find next (F3) Disconnect device