

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



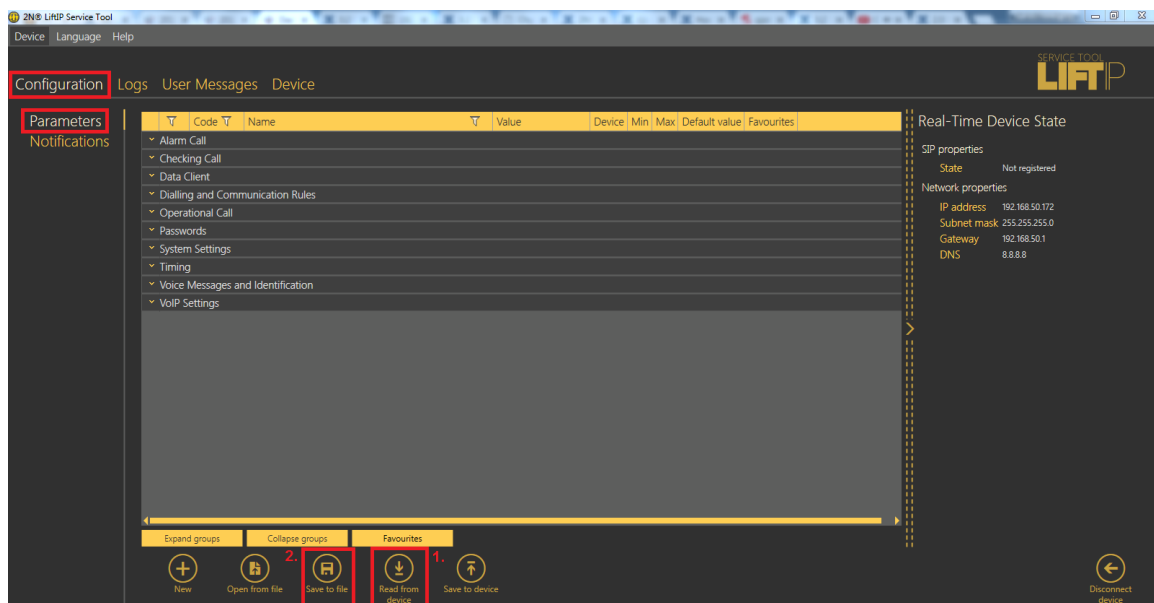
## Info

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 00:00:00.003	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