



Quick Note 24

Extracting the debug.txt file from a TransPort

Digi Technical Support

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1 INTRODUCTION

The debug.txt output is particularly useful because it collates technical and configuration information about the router in a single file or output stream. Digi technical support will frequently request this file/output to aid in troubleshooting.

If the debug.txt file is not present, then it will not be possible to extract the file; the TransPort firmware may need to be updated.

This guide details the different methods and steps involved in extracting the debug.txt file from a TransPort.

The HTTP (web interface) method is generally recommended, as it only requires a web browser. In case the TransPort's web interface is inaccessible, alternative methods, such as FTP and Telnet, are offered.

NOTE: Local Ethernet IP addresses are used in these examples. Depending on the TransPort's configuration, the mobile IP address can also be used.

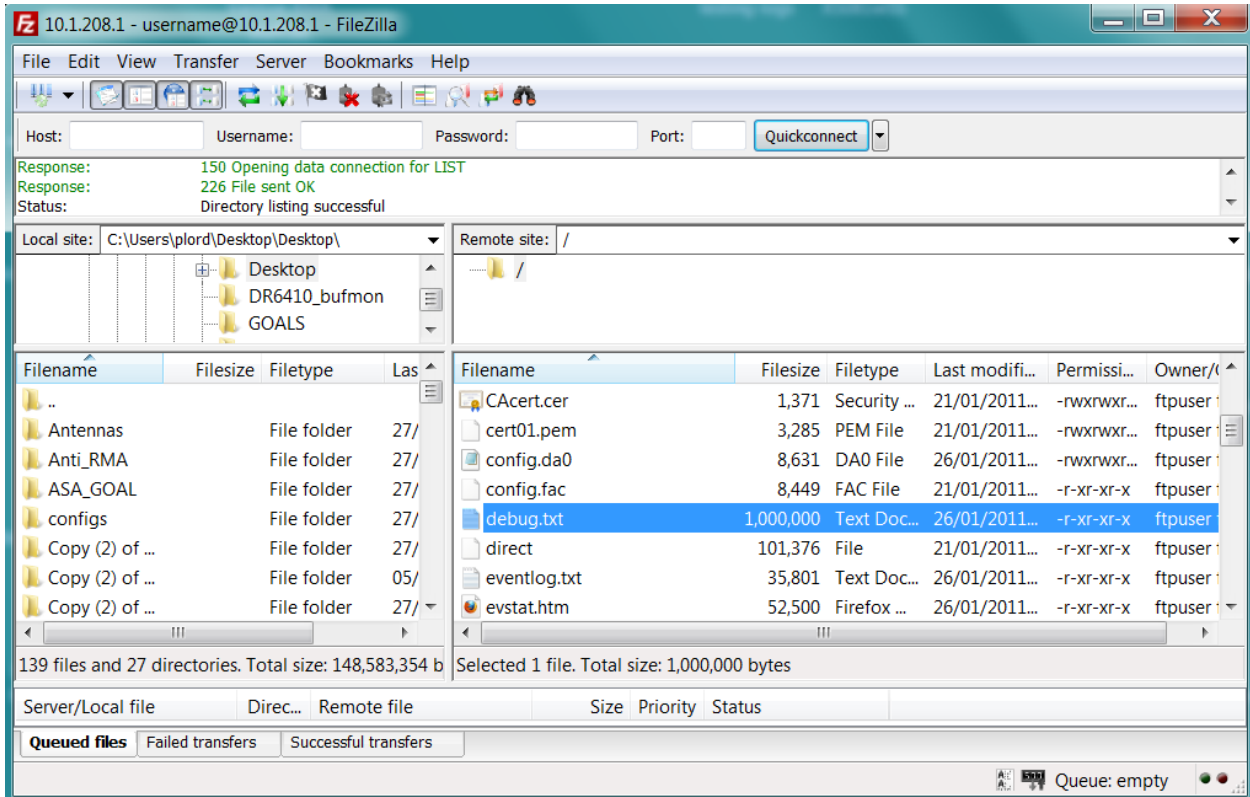
2 VERSION

Version Number	Status
1.0	Published
2.0	Updated and rebranded
2.1	Updated screenshots and instructions for new web interface, added PuTTY example, rebranding (Feb 2016)

3 FTP METHOD

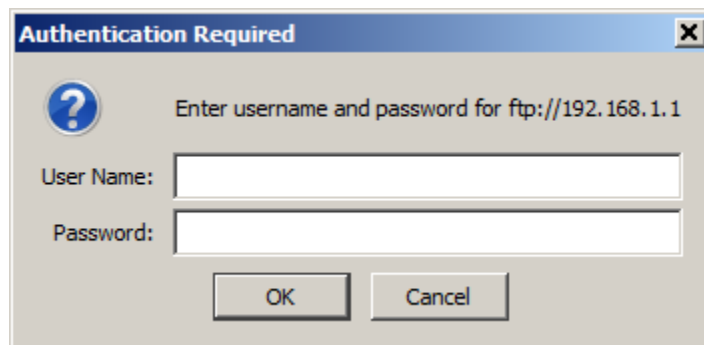
3.1 FTP Using FileZilla FTP Client

Make an FTP connection to the TransPort and “drag” the debug.txt file to the PC’s hard drive.

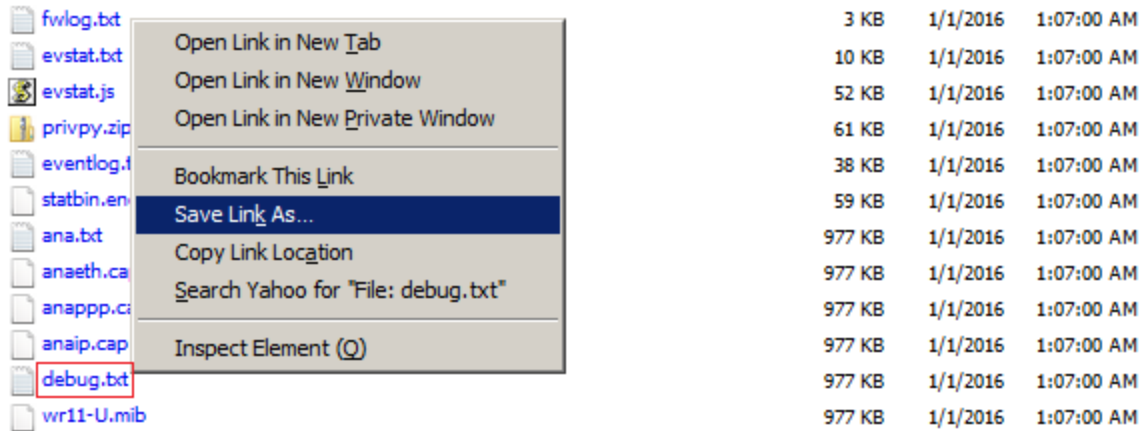


3.2 FTP using Firefox web browser

Make an FTP connection by typing the IP address of the TransPort prefixed with “ftp://”, for example, <ftp://192.168.1.1> (the default Ethernet IP address is used here)



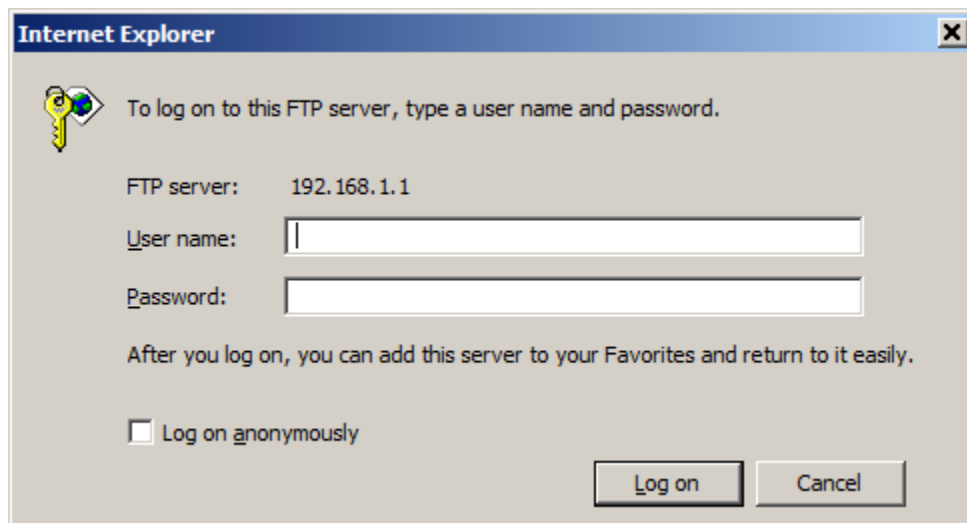
Enter the login details for the TransPort and click “OK”.



Right click the “debug.txt” file, click “**Save Link As**”, and then save the file somewhere convenient.

3.3 FTP Using Internet Explorer web browser

Make an FTP connection by typing the IP address of the TransPort prefixed with “ftp://”, for example, <ftp://192.168.1.1> (the default Ethernet IP address is used here)



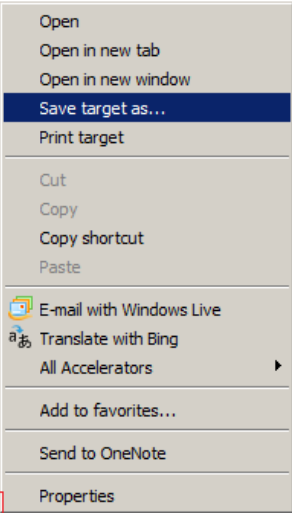
Enter the login details for the TransPort and click “**Log on**”.



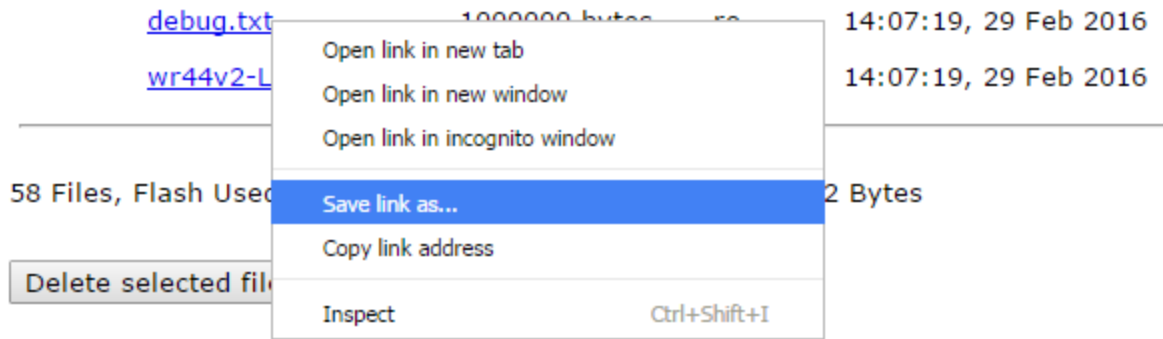
FTP root at 192.168.1.1

To view this FTP site in Windows Explorer: press Alt, click View, and then click **Open FTP Site in Windows Explorer**.

02/01/2016 01:01AM	Directory	user	
01/01/2016 12:00AM	101,280	direct	
02/19/2016 12:00AM	262,144	sbios	
01/01/2016 12:00AM	101,280	mirror	
02/16/2016 12:00AM	4,149,429	image	
02/16/2016 12:00AM	4,149,429	image4	
11/06/2013 12:00AM	1,371	CAcert.cer	
01/01/2016 12:11AM	1,680	sregs.fac	
02/16/2016 12:00AM	1,451,588	wrl1.web	
02/16/2016 12:00AM	21,425	logcodes.txt	
02/16/2016 12:00AM	26,114	manual.sb	
02/16/2016 12:00AM	32,636	activate.sb	
02/16/2016 12:00AM	30,569	prlupdate.sb	
02/16/2016 12:00AM	19,226	provision.sb	
02/16/2016 12:00AM	24,751	gobiact.sb	
01/01/2016 12:07AM	1,680	x3prof	
01/01/2016 12:07AM	1,680	sregs.dat	
02/16/2016 12:00AM	7,460	pppfc.ssb	
02/16/2016 12:00AM	10,282	queryimsi.sb	
02/16/2016 12:00AM	1,736,922	python.zip	
02/16/2016 12:00AM	382,832	wizards.zip	
02/16/2016 12:00AM	61,524	privpy.enc	
02/19/2016 12:00AM	1,371	cert01.pem	
02/16/2016 12:00AM	1,679	privrsa.pem	
01/01/2016 12:07AM	762	fw.txt	
02/16/2016 12:00AM	14,071	config.faa	
02/16/2016 12:00AM	762	fw.fac	
02/19/2016 12:00AM	131,072	templog.c	
01/01/2016 12:02AM	228	svcid	
02/19/2016 12:00AM	906	privSSH.p	
01/01/2016 12:06AM	149	pwds.da0	
01/01/2016 12:07AM	14,064	config.da	
01/01/2016 12:46AM	1,800	fwstat.tx	
01/01/2016 12:46AM	10,500	fwstat.ht	
01/01/2016 12:46AM	10,500	fwrules.h	
01/01/2016 12:46AM	2,100	fwlog.txt	
01/01/2016 12:46AM	10,200	evstat.tx	
01/01/2016 12:46AM	52,500	evstat.js	
01/01/2016 12:46AM	61,489	privpy.zi	
01/01/2016 12:46AM	38,001	eventlog.	
01/01/2016 12:46AM	60,000	statbin.e	
01/01/2016 12:46AM	1,000,000	ana.txt	
01/01/2016 12:46AM	1,000,000	anaeth.ca	
01/01/2016 12:46AM	1,000,000	anappp.ca	
01/01/2016 12:46AM	1,000,000	anaip.cap	
01/01/2016 12:46AM	1,000,000	debug.txt	
01/01/2016 12:46AM	1,000,000	wrl1-0.mib	



Right click the "debug.txt" file, click "Save target as", and then save the file somewhere convenient.

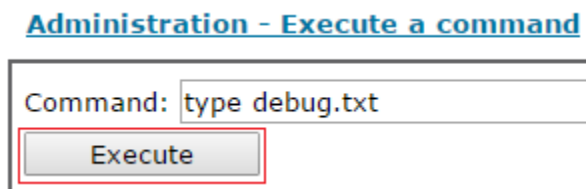


Right click the “debug.txt” file, click “Save link as”, and then save the file somewhere convenient.

NOTE: The Chrome web browser is used in this example. In other browsers, the menu option may be slightly different. For example, Internet Explorer says “**Save target as**”.

5 USING “EXECUTE A COMMAND”

From the TransPort web interface, navigate to **Administration - Execute a command**



Enter the following command:

type debug.txt

Click the ‘**Execute**’ button.

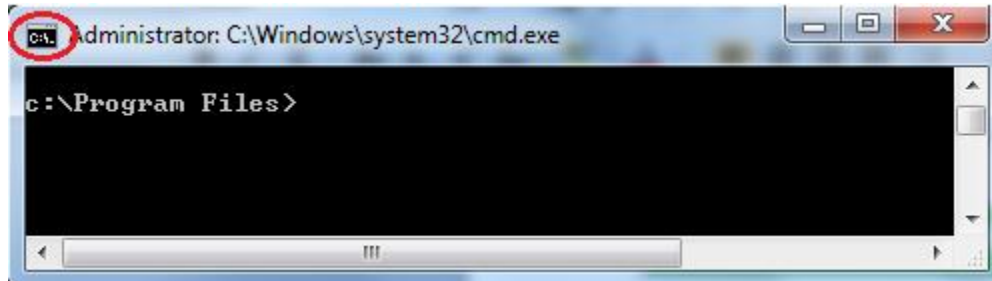
Wait a few seconds for the data to populate below.

Look for “[ENDCFG]” and then “OK” at the very bottom to confirm that no data is missing.

Copy and paste the data in a text editor such as Microsoft Notepad.

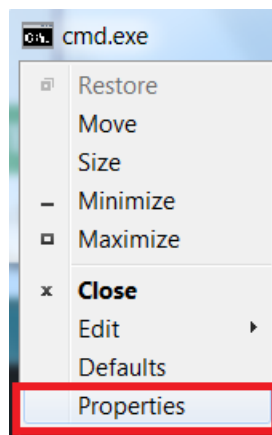
6 USING WINDOWS TELNET CLIENT

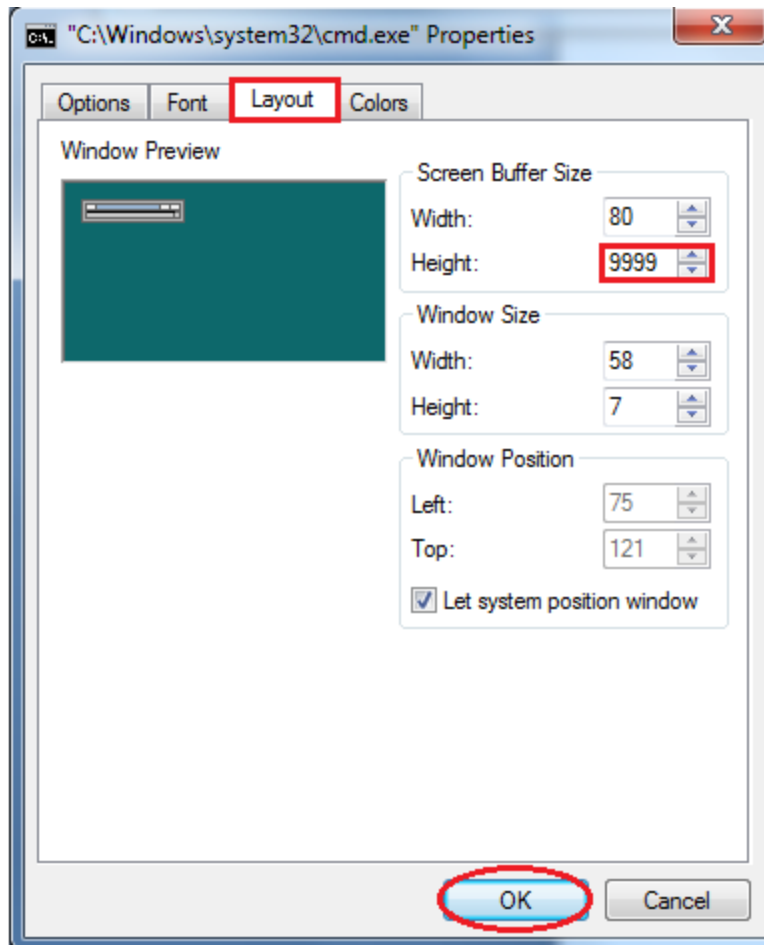
NOTE: The debug.txt file is quite large, so it may be necessary to increase the scroll back buffer in telnet to make it large enough to capture the full file.



Do this as follows:

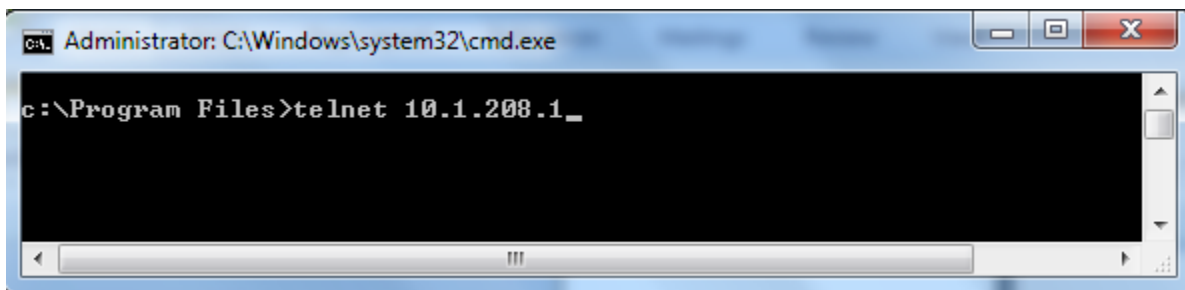
Click on the C:\ icon and select "Properties".



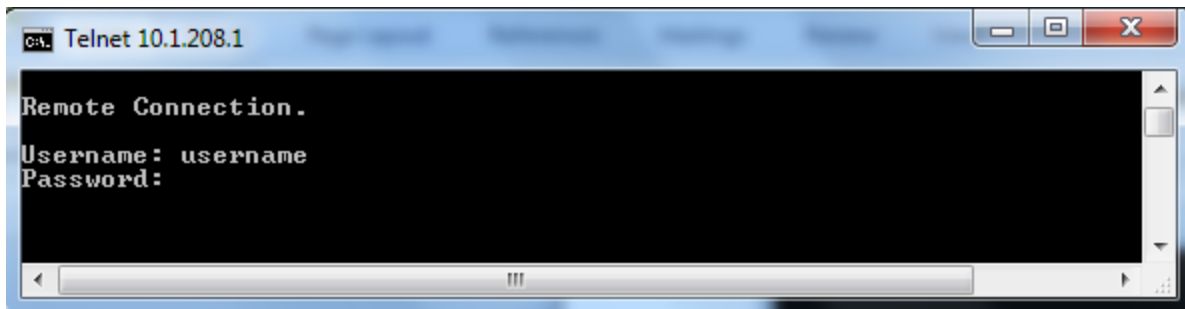


Next click "Layout" and set the Screen Buffer Size Height to its maximum. Click "OK".

Next, Telnet to the TransPort's IP address.

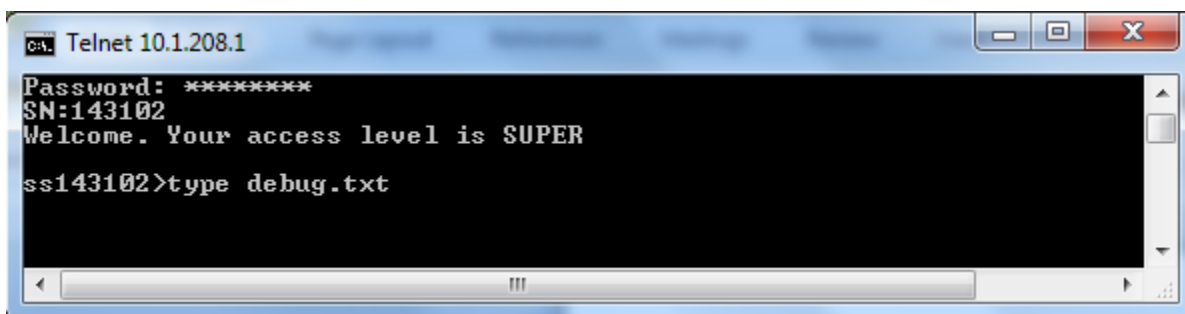


Enter the username and password when prompted.

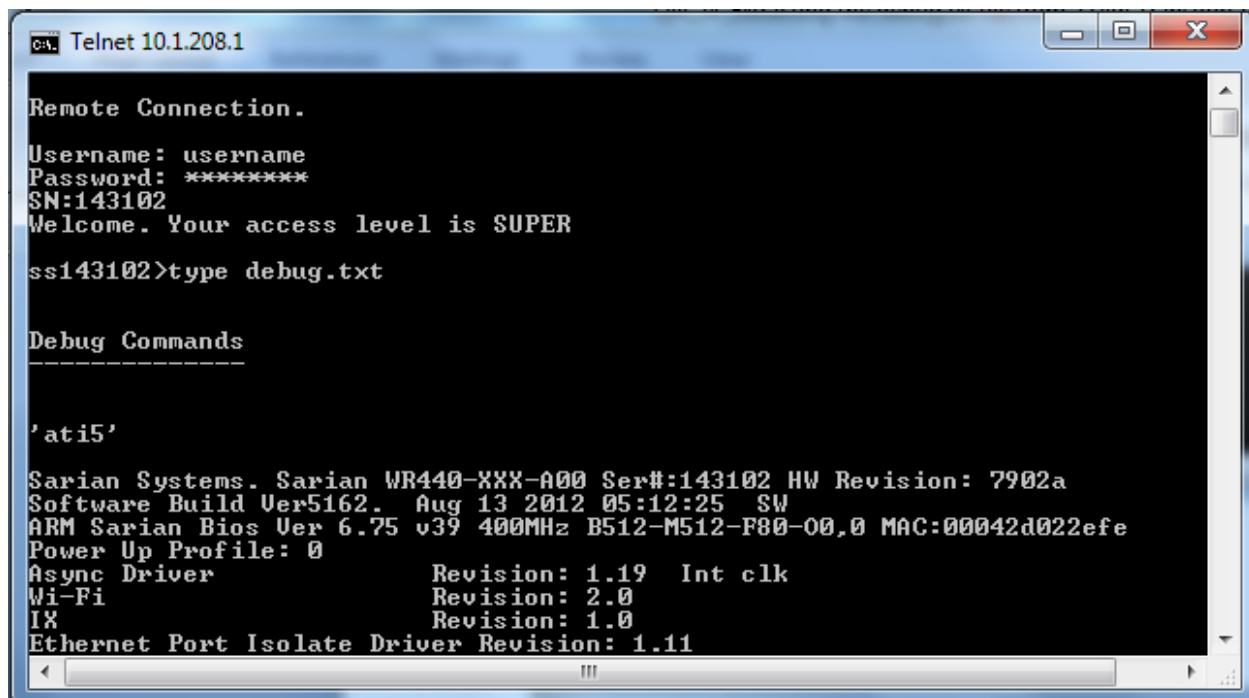


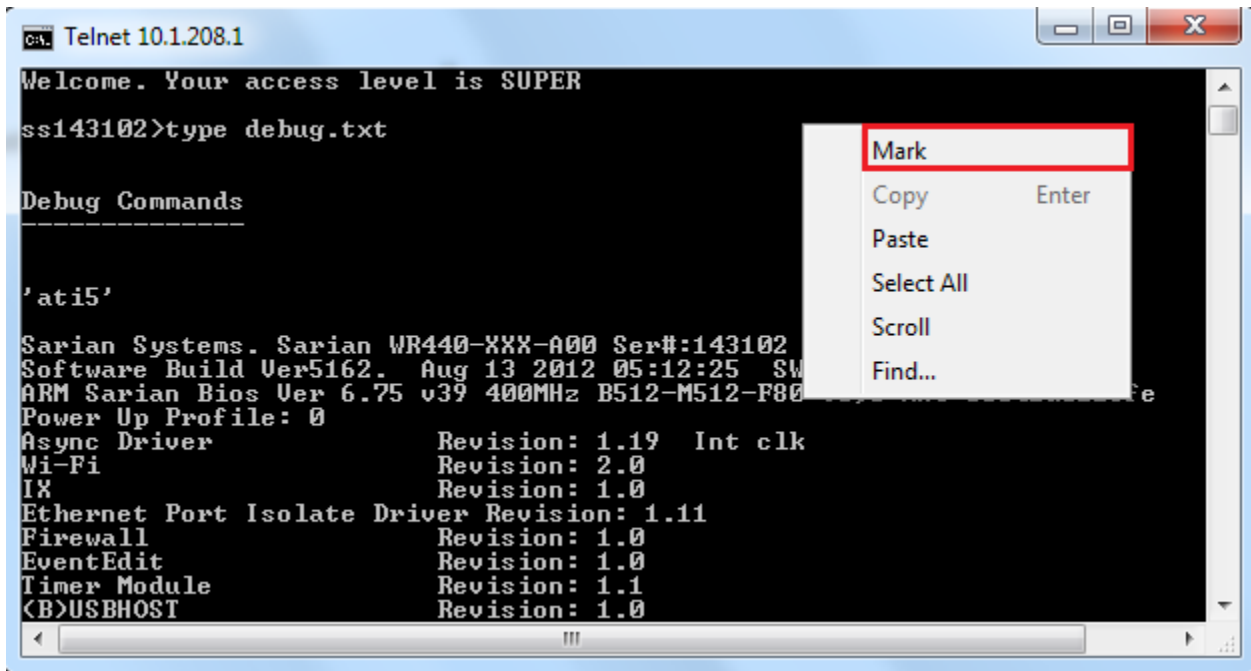
Once connected, issue the following command:

type debug.txt

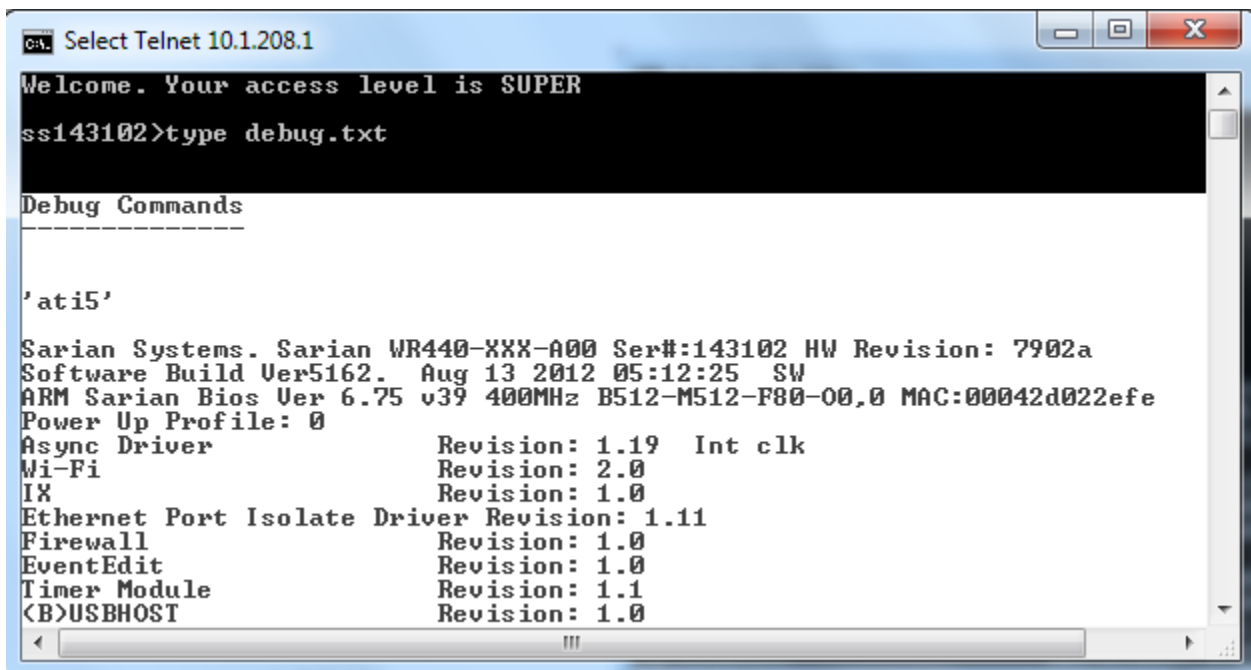


This is a small excerpt from the output, which will be a large file.





To copy the file, right-click on the page and select "Mark" from the drop-down menu then starting at the bottom of the page highlight the text and hit "enter".

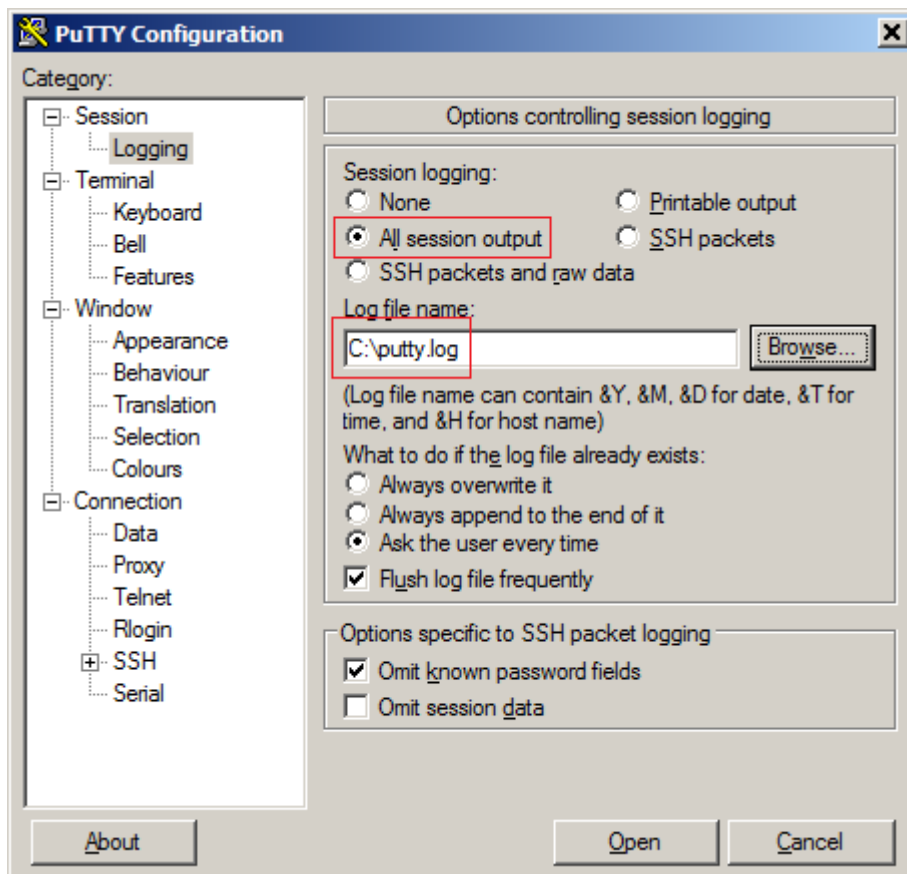


Paste the data in a text editor such as Microsoft Notepad.

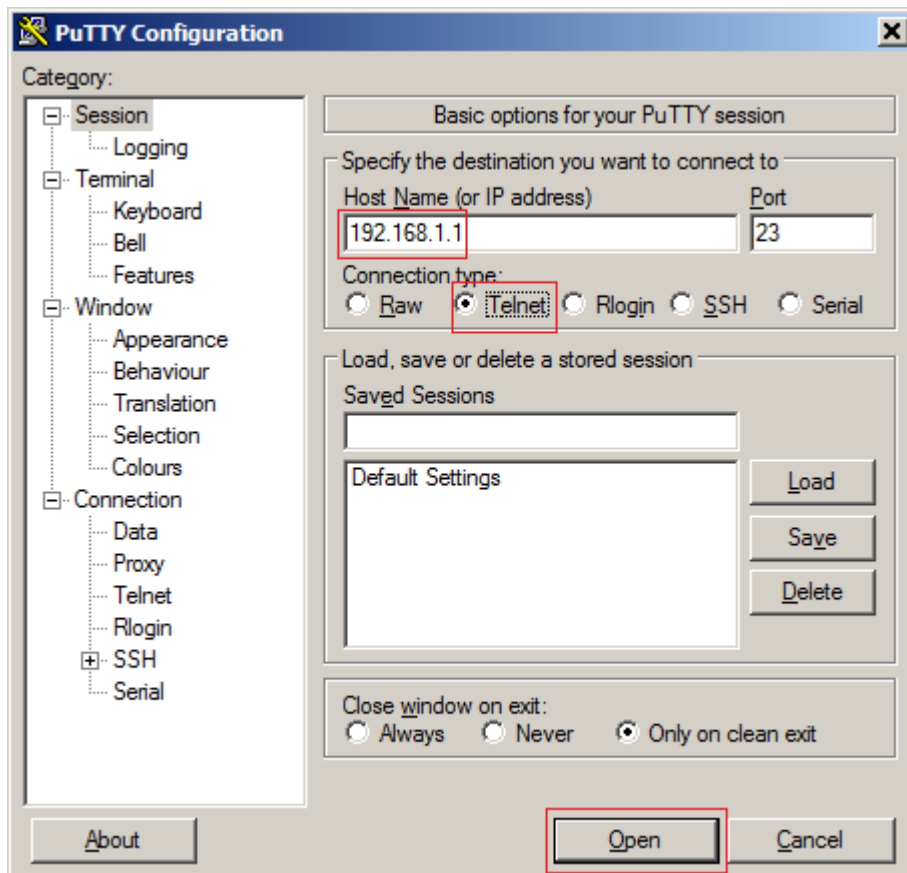
7 USING PUTTY

PuTTY.exe is a free terminal emulator that can be used to Telnet or SSH to a TransPort to obtain the debug.txt file.

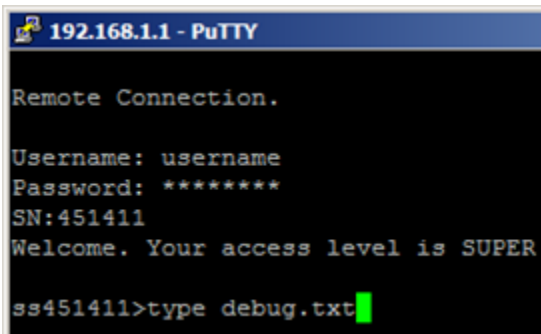
Setup PuTTY to log "all session output" and specify a location ("c:\\" for example) to save the log file:



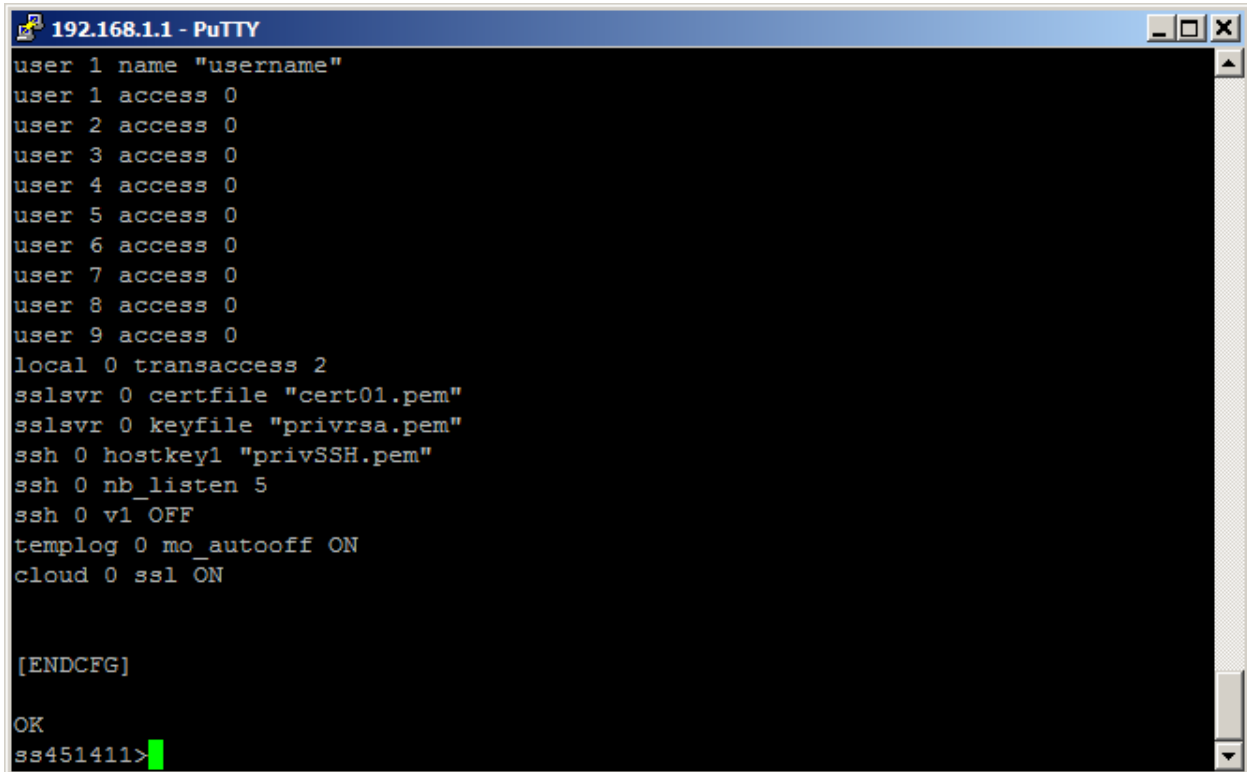
Input the IP address of the TransPort, select either Telnet or SSH, and then click "Open":



Type "type debug.txt" then hit Enter:



The "[ENDCFG]" and "OK" entries confirm that no data is missing:

A screenshot of a PuTTY terminal window titled "192.168.1.1 - PuTTY". The terminal displays a list of configuration entries for various services. The entries are: "user 1 name 'username'", "user 1 access 0", "user 2 access 0", "user 3 access 0", "user 4 access 0", "user 5 access 0", "user 6 access 0", "user 7 access 0", "user 8 access 0", "user 9 access 0", "local 0 transaccess 2", "sslsvr 0 certfile 'cert01.pem'", "sslsvr 0 keyfile 'privrsa.pem'", "ssh 0 hostkey1 'privSSH.pem'", "ssh 0 nb_listen 5", "ssh 0 v1 OFF", "templog 0 mo_autooff ON", and "cloud 0 ssl ON". Below these entries, the text "[ENDCFG]" is displayed, followed by "OK" on the next line. At the bottom of the terminal, the prompt "ss451411>" is visible with a green cursor. The terminal window has a blue title bar and standard window controls (minimize, maximize, close) in the top right corner.

```
192.168.1.1 - PuTTY
user 1 name "username"
user 1 access 0
user 2 access 0
user 3 access 0
user 4 access 0
user 5 access 0
user 6 access 0
user 7 access 0
user 8 access 0
user 9 access 0
local 0 transaccess 2
sslsvr 0 certfile "cert01.pem"
sslsvr 0 keyfile "privrsa.pem"
ssh 0 hostkey1 "privSSH.pem"
ssh 0 nb_listen 5
ssh 0 v1 OFF
templog 0 mo_autooff ON
cloud 0 ssl ON

[ENDCFG]
OK
ss451411>
```

PuTTY may now be closed. The resulting putty.log file should contain the debug.txt output.