Quick Note 24

Extracting the debug.txt file from a TransPort

Digi Technical Support

February 2016
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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.
## VERSION

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<th>Status</th>
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<tr>
<td>1.0</td>
<td>Published</td>
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<tr>
<td>2.0</td>
<td>Updated and rebranded</td>
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<tr>
<td>2.1</td>
<td>Updated screenshots and instructions for new web interface, added PuTTY example, rebranding (Feb 2016)</td>
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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.

![FTP Using FileZilla FTP Client](image1)

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)

![FTP using Firefox web browser](image2)

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)

![Internet Explorer FTP login window]

Enter the login details for the TransPort and click “Log on”.
Right click the “debug.txt” file, click “Save target as”, and then save the file somewhere convenient.
4 HTTP (WEB INTERFACE) METHOD

4.1 Using Directory Listings

From the TransPort web interface, navigate to Administration - File Management > FLASH Directory
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.
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:

```
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
sslsrvr 0 certfile "cert01.pem"
sslsrvr 0 keyfile "privrsa.pem"
ssh 0 hostkey1 "privSSH.pem"
ssh 0 nb_listen 5
ssh 0 v1 OFF
templog 0 mc_autooff ON
cloud 0 ssl ON

[ENDCFG]
OK
```

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