



# TransPort LR54

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Extracting the show tech-support from a TransPort  
LR54 router

20 February 2017

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# 1 INTRODUCTION

## 1.1 Outline

This guide details the steps involved in extracting the **show tech-support** command from a TransPort LR54 router.

The **show tech-support** 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 be able to progress a call.

Please note that if the command is not working or is resulting in an error it will not be possible to extract the file. If these steps are not possible, please contact Digi Technical Support and discuss options for upgrading the firmware or recovering the unit:

[tech.support@digi.com](mailto:tech.support@digi.com)

## 1.2 Assumptions

This guide has been written for use by technically competent personnel with a good understanding of the communications technologies used in the product and of the requirements for their specific application.

This quick note applies only to:

**Model:** Digi Transport LR 54

## 1.3 Corrections

Requests for corrections or amendments to this documentation are welcome and should be addressed to: [tech.support@digi.com](mailto:tech.support@digi.com)

Requests for new quick notes can be sent to the same address.

## 1.4 Version

Version Number	Status
1.0	Completed 15.02.2017

## 2 USING “DEVICE CONSOLE”

Open a web browser to the IP Address of the TransPort LR54 (by default 192.168.1.1)

Log in using the username and password. By default the username is admin and the password is found on the label underneath the device.

Navigate to System > Device Console

Issue the following command:

```
show tech-support
```

The following should appear:



```
show system
=====
Model       : LR54W
Part Number  : LR54-AW401
Serial Number : LR000000

Hardware Version : 50001899-03 1P
Using Bank       : 0
Firmware Version : 1.3.0.12 01/22/17 15:22:17
Bootloader Version: 1.0.0.3
Using Config File : config.da0

Uptime        : 3 Hours, 7 Minutes, 14 Seconds
System Time   : 20 February 2017, 14:00:13

CPU           : 0% (min 0%, max 88%, avg 4%)
Temperature   : 41.50 C

Description   :
Location     :
Contact      :

show config
=====
system 1 timeout 3600
system 1 wizard "off"
cellular 1 apn "orange.m2m.spec"
cellular 1 apn-password "$00$U2FsdGVkX1+07hR2pk2fSXDKrzn0zlgpDqxkjtvtud4="
cellular 1 apn-username "orange"
cellular 1 state "on"
lan 1 description "Ethernet and Wi-Fi LAN network"
lan 1 state "on"
--More--
```

Keep pressing ENTER or SPACE until the “—More—” text does not appear.

Highlight everything from the “Show System” field up to the end and hit CTRL+C or right click COPY.

Open “Notepad” or any other text application. Select “Paste” or hit CTRL+V. Save the result and send the file as an attachment.

### 3 USING CLI

Access to the CLI (Command Line Interface) – this can be achieved:

- Through the serial port @115200 bps
- Via SSH connection using a terminal application such as PuTTY (used in this example)

Open PuTTY.

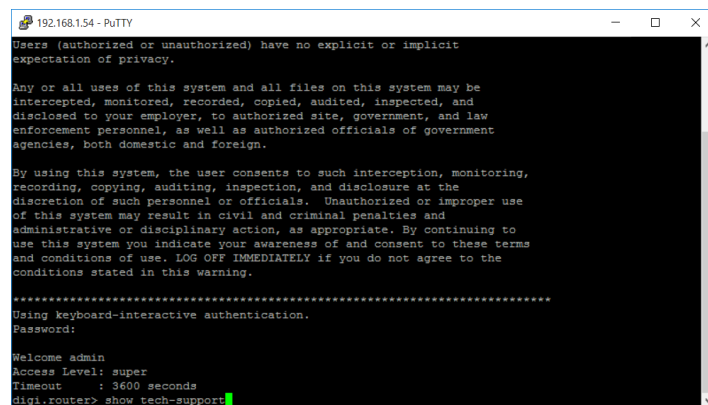
Under **Session > Logging**, select **All session output**, chose a **Log file name** such as **tech-support.log** and click **Browse** to choose where to save the file. **Click OK**.

Click on **Session** and enter the IP address of the LR54 (by default 192.168.1.1) and click **Open**

Log in using the username and password. By default the username is admin and the password is found on the label underneath the device.

Issue the following command:

```
show tech-support
```



```
192.168.1.54 - PuTTY
Users (authorized or unauthorized) have no explicit or implicit
expectation of privacy.

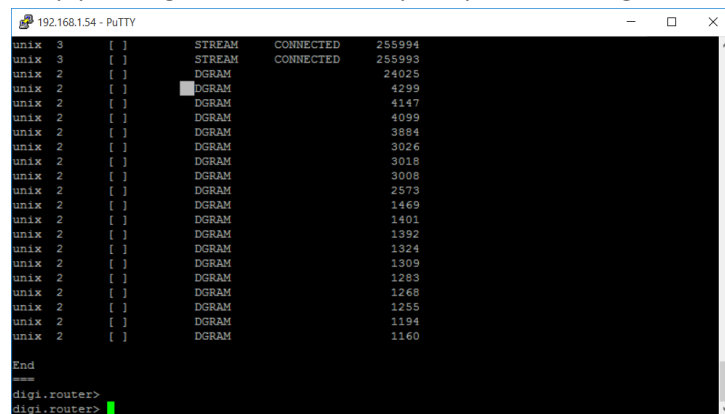
Any or all uses of this system and all files on this system may be
intercepted, monitored, recorded, copied, audited, inspected, and
disclosed to your employer, to authorized site, government, and law
enforcement personnel, as well as authorized officials of government
agencies, both domestic and foreign.

By using this system, the user consents to such interception, monitoring,
recording, copying, auditing, inspection, and disclosure at the
discretion of such personnel or officials. Unauthorized or improper use
of this system may result in civil and criminal penalties and
administrative or disciplinary action, as appropriate. By continuing to
use this system you indicate your awareness of and consent to these terms
and conditions of use. LOG OFF IMMEDIATELY if you do not agree to the
conditions stated in this warning.

*****
Using Keyboard-interactive authentication.
Password:
Welcome admin
Access Level: super
Timeout : 3600 seconds
digi.router> show tech-support
```

Press Enter

Keep pressing “SPACE” until the prompt is shown again:



```
192.168.1.54 - PuTTY
unix 3 [ ] STREAM CONNECTED 255994
unix 3 [ ] STREAM CONNECTED 255993
unix 2 [ ] DGRAM 24025
unix 2 [ ] DGRAM 4299
unix 2 [ ] DGRAM 4147
unix 2 [ ] DGRAM 4099
unix 2 [ ] DGRAM 3884
unix 2 [ ] DGRAM 3026
unix 2 [ ] DGRAM 3018
unix 2 [ ] DGRAM 3008
unix 2 [ ] DGRAM 2573
unix 2 [ ] DGRAM 1469
unix 2 [ ] DGRAM 1401
unix 2 [ ] DGRAM 1392
unix 2 [ ] DGRAM 1324
unix 2 [ ] DGRAM 1309
unix 2 [ ] DGRAM 1283
unix 2 [ ] DGRAM 1268
unix 2 [ ] DGRAM 1255
unix 2 [ ] DGRAM 1194
unix 2 [ ] DGRAM 1160

End
====
digi.router>
digi.router>
```

You can now close putty. Locate where the file was previously saved and send the file as an attachment