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## What information must be provided for troubleshooting OWL? - 2018-02-09 - OWL

We expect that you are aware of that 80 % of all issues are caused by cables and connectors and that you have assured yourself that your issue is not caused by cables and/or connectors.

We also expect that you are aware that of the remaining issues a lot are caused by configuration errors.

To start troubleshooting of OWL Hirschmann needs at least following information:

- 1. A description of your situation with
  - 1. network plan/description with product names, IP settings etc.
  - 2. description what you expected and what you recognized, i.e. the deviation from the "normal" situation.
  - 3. did the application run ever properly? Since when do you recognize the issue? Was something changed at that time? If yes, what?
  - 4. information if you can reproduce the issue and how to
  - 5. information if the issue occurs periodically or sporadically and how often (usually)
  - 6. ... whatever information you think might also be useful (better more than less)
- 2. download the Report using GUI menu "Status System Log" by pressing the "Report" button and attach the file to the ticket.
  - The Report contains status information, configuration and log.
  - Log entries are lost by rebooting the device. Therefore it might be useful to install a syslog server and send event messages to this syslog server. And yes, wo would like to have a look at the information collected by the syslog server.
- 3. Information if you changed files and what you changed.
- 4. if you use scripts a description of what you expect the script(s) shall do.