""Save support info"" cannot download SystemInfo and EventLog files of platform IV devices.

- 2018-02-09 - Industrial HiVision

As of platform IV firmware version 8.0 accessing html pages like SystemInfo and EventLog requires authentication.
This is not implemented in IHV up to version 04.4.02 because these versions have been released before firmware version 8.0 was released.
""Save support info"" in combination with platform IV rel. 8.x will work as expected as of IHV 4.4.03 and IHV 5.0.