



switch...it Bug Report v1.02

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1. File a Bug Report.

If you detect a BUG or found any misbehaviour in your switch...it system.

- 1.1 Write a e-mail to: sales@ibt-interfaces.de.
- 1.2 Add a short description of the problem, you have figured out.
- 1.3 Add a contact telephone number, to reach you.
- 1.4 Attach Logfile (See the description below item 2.)
- 1.5 Attach a configuration.zip file of your actually used configuration.
(See the description below item 3.), to generate a configuration.zip file.

We will try to reproduce and fix it as soon as possible.

2. Obtain Logfile.

- 2.1 Open switch...it GUI
Window Start menue -> All Programs -> switch...it -> switch...it -> Configurator

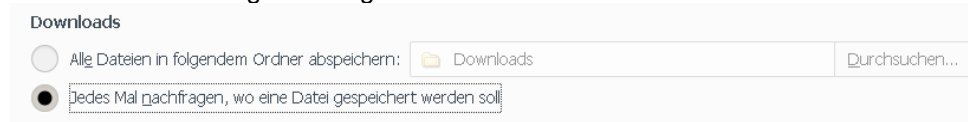
* If you get a page loading error start the server task first and repeat 2.1 when server is ready.
Window Start menue -> All Programs -> switch...it -> switch...it -> Start Server
- 2.2 Load the configuration. Click on the link "Load Config_" left from your configuration name
- 2.3 Set switch...it GUI to Expert user mode: Menue -> File -> Mode -> Expert User
- 2.4 Show Log File Menue -> Debug -> Debug all Unit
- 2.5 Save content: Right click on title bar of Telnet window . Bearbeiten -> Alles markieren
Bearbeiten -> Kopieren
- 2.6 Open a new text file (Word Pad or Editor) and paste the content in.
Save it and attach it to the E-Mail.

3. Create configuration.zip file.

- 3.1 Prepare firefox to be able to select a download folder:
Set the checkbox ask before save in general settings. If you have not set this checkbox your configuration.zip file will be located in your default download folder.

Firefox -> Settings -> General

Firefox -> Einstellungen -> Allgemein

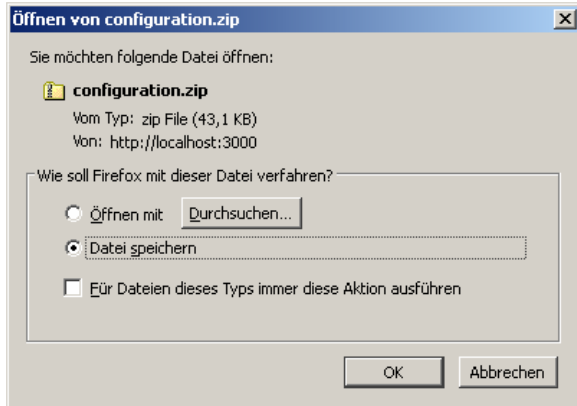


- 3.2 Open the switch...it Configurator
- 3.3 Save your configuration to a USB Stick

Menu -> File -> Save -> "Your configuration name" -> Save to USB Stick



After some time this window or a file selector will pop up.



Select ok or respectively a destination folder for the configuration.zip

Info: Do not rename the filename configuration.zip!
Attach the configuration.zip file to the e-mail



Change Index

Version	Datum	Bearbeiter	Änderung
v1.00	10.04.2015	NK	New document
v1.01	09.07.2015	NK	Add firefox settings
v1.02	12.02.2016	NK	Add obtain logfile