



# Troubleshooting information

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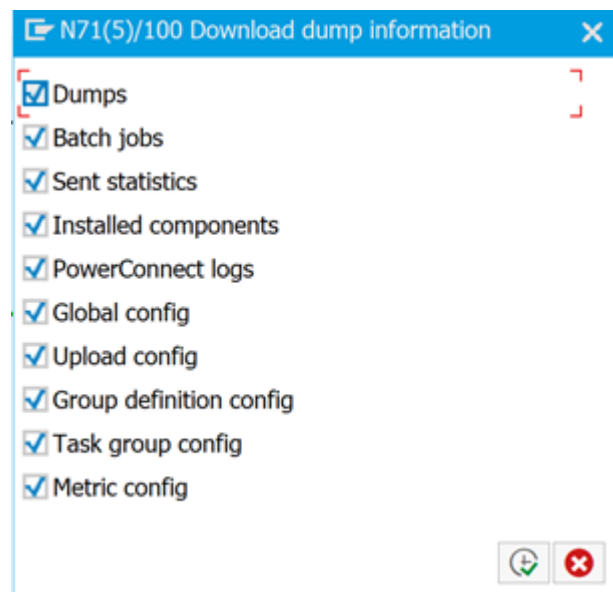
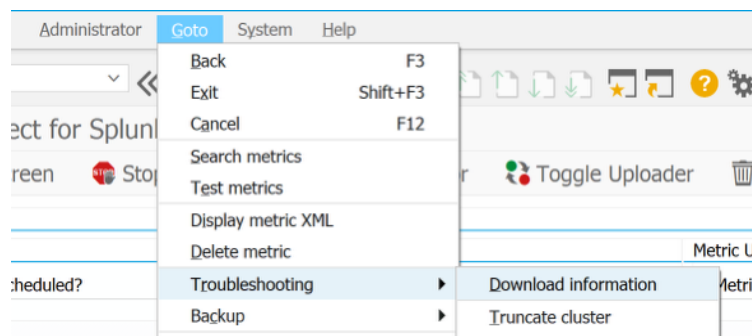
## Use case

Starting from PowerConnect SP 6.00 it is possible to extract PowerConnect troubleshooting information to provide support team with additional details and context.

## How to use

Troubleshooting information can be extracted using the following menu option in the PowerConnect Control Panel (tcode /bnwvs/main):

Goto->Troubleshooting->Download information.



Once necessary options are confirmed (all options are selected by default), you will be given a file save dialog. The data is saved as compressed ZIP archive, which could be easily attached to the email/ticket.