

INSTRUCTIONS TO GENERATE SUPPORT PACKAGE

INTRODUCTION

This document provides step by step instructions to enable detailed logging and generate support package.

STEPS TO ENABLE DETAILED LOGGING AND GENERATE SUPPORT PACKAGE

1. Login to the GreenRADIUS webmin console:

URL: `https://<<IP address of GreenRADIUS Virtual Appliance>>/admin`

Username: 'gradmin' or 'root'

Password 'GreenRocket!23'



GreenRADIUS - Virtual Appliance

Login to Webmin
You must enter a username and password to login to the Webmin server on 10.51.0.237.
Username
Password
 Remember login permanently?
Login **Clear**

2. Click on 'Global Configuration'

Module Config

GreenRADIUS - Virtual Appliance



Domain **Global Configuration** Troubleshoot Reports Updates Import Secrets List Tokens License About
Select all. | Invert selection.

Domain Name	Status
<input type="checkbox"/> greenradius.com	✓

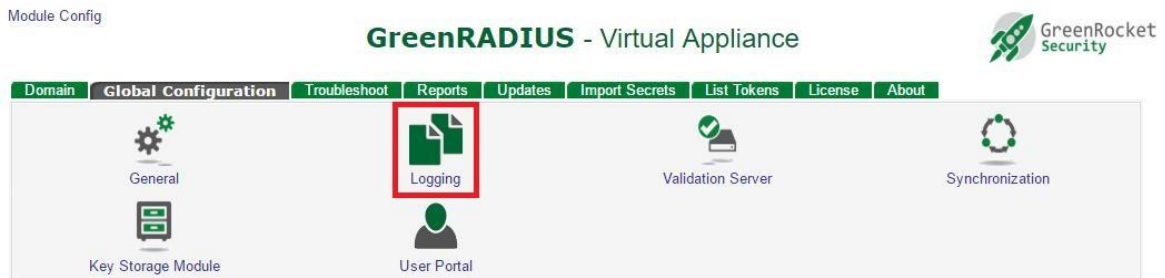
Select all. | Invert selection.

1 of 1

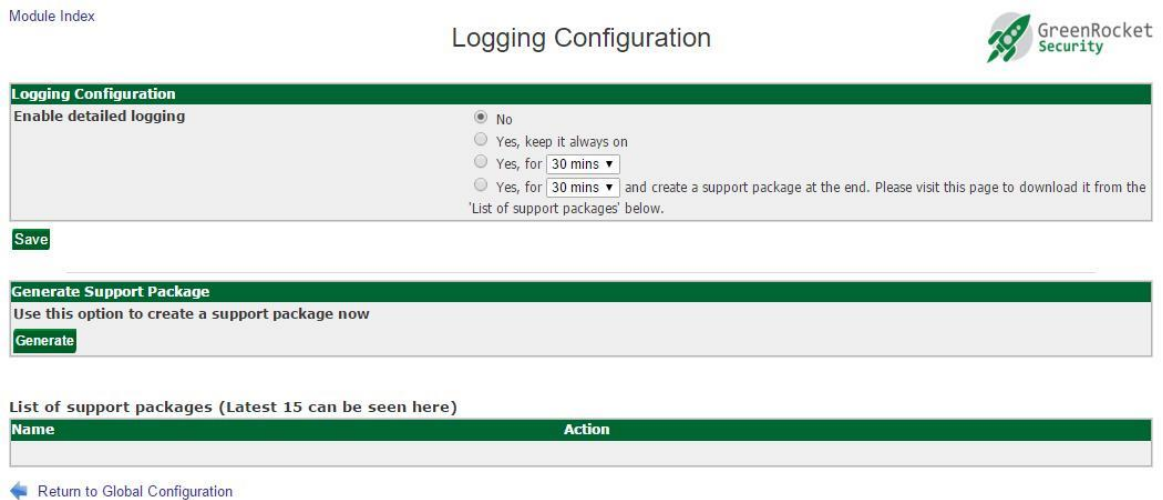
Enable Selected **Disable Selected** **Delete Selected**

Add Domain

3. Click on 'Logging'




4. You will see the screen for 'Logging Configuration' as shown here. Various options to enable detailed logging are described in the table below.



The detailed logging configuration options are described as follows:

Option	Working
No	Disables detailed logging altogether.
Yes, keep it always on	Enables detailed logging until it is disabled manually.
Yes, for xx mins/hr	Enables detailed logging for the specified time period only.
Yes, for xx mins/hr and create a support package at the end	Enables detailed logging for the specified time period. After the specified time period is over, detailed logging is disabled and support package is generated. The support package will be listed in the 'List of support packages' table shown on the same screen from where you can download it.

5. Select an appropriate option as per your requirement and click 'Save'

Module Index Logging Configuration 

Logging Configuration

Enable detailed logging

No
 Yes, keep it always on
 Yes, for 30 mins ▼
 Yes, for 30 mins ▼ and create a support package at the end. Please visit this page to download it from the 'List of support packages' below.

Save

Generate Support Package

Use this option to create a support package now


Generate

List of support packages (Latest 15 can be seen here)

Name	Action
------	--------

[Return to Global Configuration](#)

6. Click on 'Generate' button in the 'Generate Support Package' section, to generate a support package manually.

Module Index Logging Configuration 

Logging Configuration

Enable detailed logging

No
 Yes, keep it always on
 Yes, for 30 mins ▼
 Yes, for 30 mins ▼ and create a support package at the end. Please visit this page to download it from the 'List of support packages' below.

Save

Generate Support Package

Use this option to create a support package now


Generate

List of support packages (Latest 15 can be seen here)

Name	Action
------	--------

[Return to Global Configuration](#)

7. You will see a support package listed in the 'List of support packages' table:

Module Index Logging Configuration 

Logging Configuration

Enable detailed logging
 No
 Yes, keep it always on
 Yes, for 30 mins ▼
 Yes, for 30 mins ▼ and create a support package at the end. Please visit this page to download it from the 'List of support packages' below.

[Save](#)

Generate Support Package

Use this option to create a support package now

[Generate](#)


Support package created successfully!!!
 Support package filename: greenradius-20107-support-20160425-2e5a167764.tgz

List of support packages (Latest 15 can be seen here)

Name	Action
greenradius-20107-support-20160425-2e5a167764.tgz	Download

[Return to Global Configuration](#)

8. To download the support package, click on the 'Download' link for the support package filename:

Module Index Logging Configuration 

Logging Configuration

Enable detailed logging
 No
 Yes, keep it always on
 Yes, for 30 mins ▼
 Yes, for 30 mins ▼ and create a support package at the end. Please visit this page to download it from the 'List of support packages' below.

[Save](#)

Generate Support Package

Use this option to create a support package now

[Generate](#)

List of support packages (Latest 15 can be seen here)

Name	Action
greenradius-20107-support-20160425-2e5a167764.tgz	Download

[Return to Global Configuration](#)

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