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'

2. Click on 'Global Configuration'

3. Click on 'Logging'
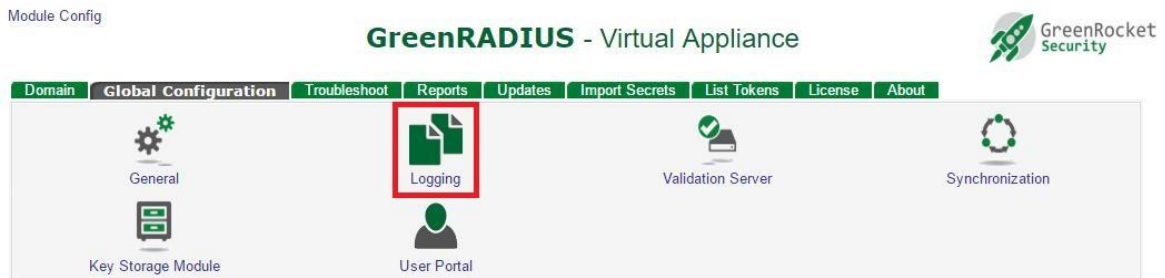
4. You will see the screen for 'Logging Configuration' as shown here. Various options to enable detailed logging are described in the table below.
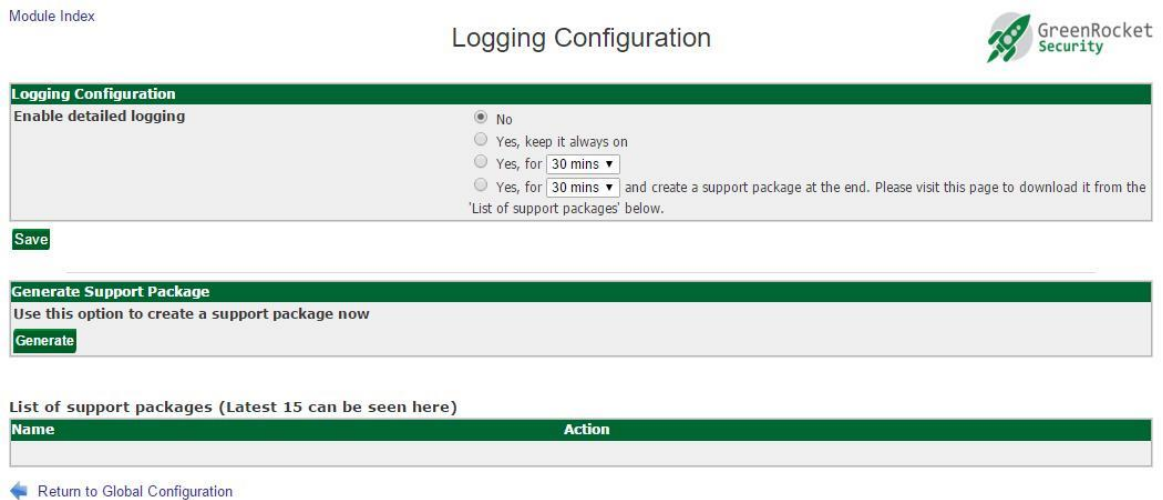
The detailed logging configuration options are described as follows:

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'

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

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

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

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