

Support Output File

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This document applies to V2.8

Table of Contents

[Table of Contents](#)

[Summary](#)

[Specifications](#)

[Generating Support Output File](#)

[Example](#)

General Information

Summary

The support file is used for debugging MikroTik RouterOS and to solve the support questions faster. All MikroTik Router information is saved in a binary file, which is stored on the router and can be downloaded from the router using ftp.

Specifications

Packages required: *system*

License required: *level1*

Home menu level: */system*

Hardware usage: *Not significant*

Generating Support Output File

Command name: */system sup-output*

Example

To make a Support Output File:

```
[admin@MikroTik] > system sup-output
creating supout.rif file, might take a while
.....
Done!
[admin@MikroTik] >
```

To see the files stored on the router:

```
[admin@MikroTik] > file print
# NAME                TYPE      SIZE      CREATION-TIME
0 supout.rif          unknown   108787    dec/24/2003 10:12:38
[admin@MikroTik] >
```

Connect to the router using FTP and download the supout.rif file using BINARY file transfer mode. Send the supout.rif file to MikroTik Support support@mikrotik.com with detailed description of the problem.

Important!

Support output contains: Configuration export, Installed packages, Resource usage information, Firewall and queue statistics, Log files

It does NOT contain: Passwords for accessing the router