

Support Output File

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This document applies to V3.0

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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. This file does not contain RouterOS user passwords, so you are not disclosing access information by sending us this file.

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          .r.. 277042    jan/23/2008 18:03:29
[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.