



## MOBOTIX Camera Report

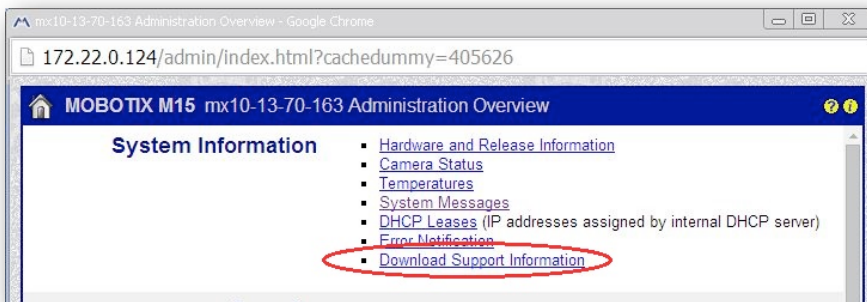
### 1. Introduction

The camera report is an invaluable tool to assist in troubleshooting support issues. This paper is intended to assist customers in generating a complete report file from a MOBOTIX camera. This instruction is valid for generating the report file from all camera models and software versions.

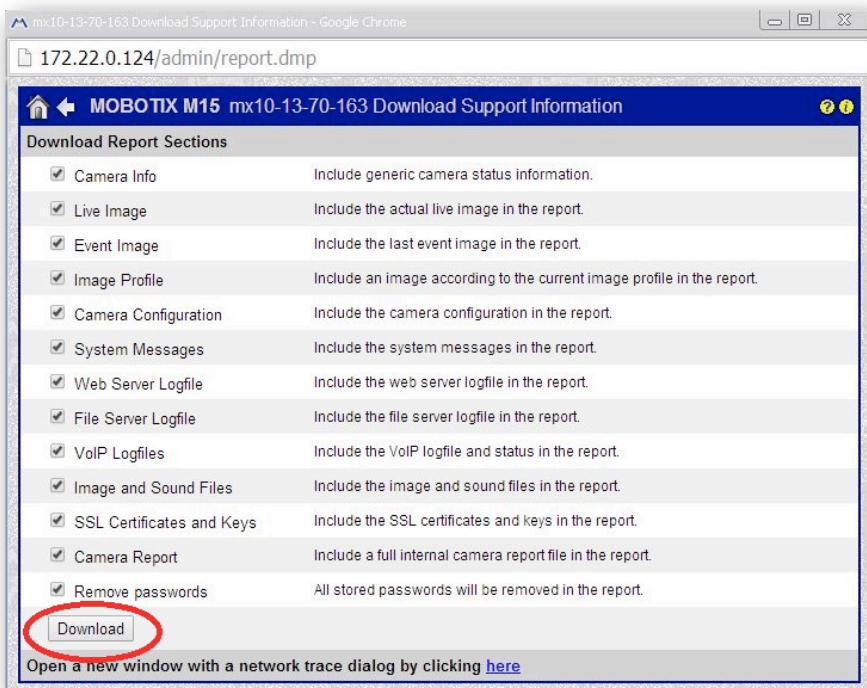
### 2. Procedure

#### 2.1. Using Camera software versions 4.1.0.2 and later.

The first step is to access the cameras web browser interface and click on Download Support information.



Next, in the Download Support Information dialog, leave all of the check boxes checked and click on Download.





## 2.2. Using Camera software versions earlier than 4.1.0.2.

MOBOTIX 12 Series cameras and earlier models using software versions released before version 4.1.0.2 do not have the Download Support Information link under the Admin menu. The Download Support Information dialog can be accessed with the following command using a web browser. Once you reach the dialog the procedure is the same as described in section 2.1.

`http://cameraIP/admin/report.dmp` Example: `http://192.168.123.123/admin/report.dmp`

## 3. Conclusion

Depending on how your computer is configured the report will download automatically or you may have to click on save. The name of the resulting file will consist of camera-name\_date\_time.eml i.e. mx10-13-70-163\_2014-05-26\_131910.eml. Once the file is saved it can be attached to a support request email to assist in troubleshooting.