



## Support Troubleshooting Information

### 1. Abstract

Experience has shown that there is often unnecessary delays when dealing with support enquires due to insufficient information being given along with the request. There are only a few pieces of important information needed to figure out any issue involving MOBOTIX cameras. In many support cases there is some amount of time used up having to ask for this information. To avoid these unnecessary delays, it is best to send all information pertaining to the issue along with the support request. The following is a list of the five most important pieces of information that the support team needs to solve most requests.

### 2. The Most Requested information

#### 2.1. A complete description of the problem

Although this may seem obvious, it frequently happens that the problem description is insufficient. Please make sure that there is enough detail given so that the Support Technician can understand what the issue is.

#### 2.2. What troubleshooting steps have been tried and what was the result

This is important because often the results of trying to fix a problem can lead the Support Technician directly to the cause of the problem, usually a mis-configuration or conflict in the configuration. Details about the steps taken and the result can also assist the Support Technician in duplicating the issue when needed.

#### 2.3. A complete camera report file

This is undoubtedly the most important tool that the Support Technician has to figure out what the issue is and how to correct it. The camera report, which is exported from the camera as an .eml file, includes up to twelve different files. There are Images from the camera, system messages, the camera configuration, the report file, and various logs are included. The report file can be exported from the cameras web browser interface under >Admin >Download Support Information or via <http://Camera-IP/admin/report.dmp>

#### 2.4. A description of the system

This is probably the piece of information that needs to be asked for most often. Many support requests describe the problem and include a report file but the information about the rest of the system is missing. The system description should include: the number of cameras, network infrastructure, type of storage device, VMS software used, and the specification of the viewing station PC.

#### 2.5. Additional pertinent information

This includes any additional information that could be useful in figuring out what is wrong and come to a solution. If any Mobotix software is used in the system, the configuration file and possibly the error log could be useful. For physical hardware issues it is often useful to have “as installed” photos of the installation, for example.

### 3. Conclusion

Complete and detailed information sent with the original support request will prevent unnecessary delay.

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