smartengine | **wtec**
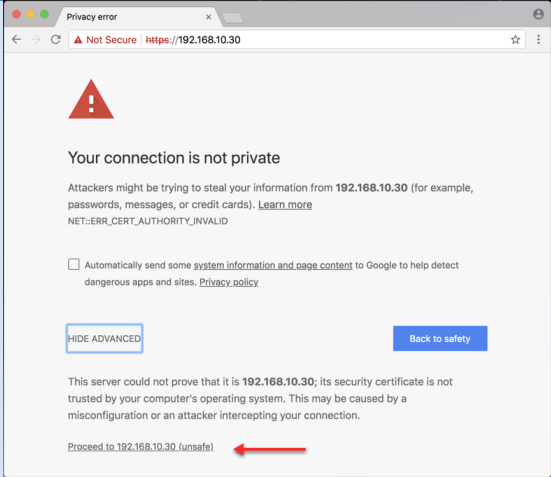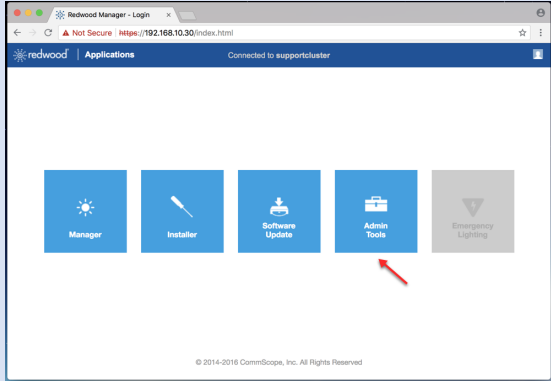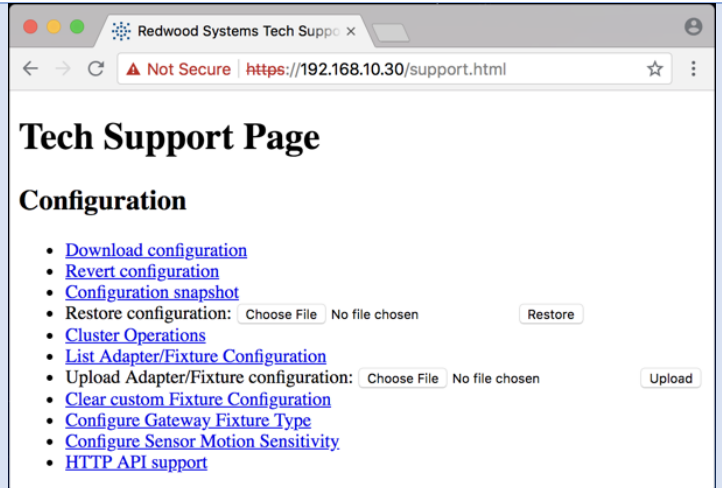
DOWNLOADING SUPPORT INFORMATION FROM DIRECTOR
(for clusters running software version 3.x)

This document covers important information that a facility manager must download from the Director appliance prior to making any commissioning changes and/or performing a software upgrade on the cluster. The same information will most likely be requested by wtec's technical support personnel for troubleshooting any issues.

In this example, the Director-led cluster is running **version 3.x** of the software and the steps will illustrate what should download when connecting to the Director on the network.

Steps to follow	This is what you will see
Step 1. Log into the Director (https://<IP Address of Director>). *Note: If you get prompted by a certificate page, please bypass it by clicking on the **ADVANCED** link and then by clicking on proceeding to the Director's login page. This is nothing but an indication of an unsigned certificate.* When prompted to input the credentials, use the default **admin** account. Once the main splash page appears, click on the button for **Admin Tools**. Note, this is a cluster running **3.x version** of the software.	

The **Tech Support Page** will appear.	**Tech Support Page** **Configuration** - Download configuration - Revert configuration - Configuration snapshot - Restore configuration: Choose File No file chosen Restore - Cluster Operations - List Adapter/Fixture Configuration - Upload Adapter/Fixture configuration: Choose File No file chosen Upload - Clear custom Fixture Configuration - Configure Gateway Fixture Type - Configure Sensor Motion Sensitivity - HTTP API support

Step 2.
 	
Scroll down to the last section of the page called **Support**.
 	
a) Download the **fixture** list. The downloaded file will be called fixture.csv
 	
b) Input the **admin** credentials in the fields available for Download Cluster data option and click on the button to **"Download Support Data for the Entire Cluster"**. This will take a little time to download as the smartDirector will collect all the information from every single cluster member and package it all up. The downloaded file will be named similar to **ClusterDataFor_<Director name>(Director IP>)_XXXXXXXXXXXX.tgz**. It is a compressed file
	Other
	
	- Linux - top
	- Linux - process listing
	- Linux - lsof
	- Disk usage
	- Disk information
	
	Support
	
	- Download support data
	- Download fixture list ←
	- Download fixture list [including motion]
	- Download Engine list
	
	- Download cluster data:
	  username [ ] password [ ]
	  Select What Data To Download
	  Download Support Data For Entire Cluster ←
	
	- Basic Support Information