



This guide is designed to help upload all of the required information from the Tofino device into a technical support ticket.

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Featured Brands



1. The first piece of support information required is the data from the device. This is done by a USB save.

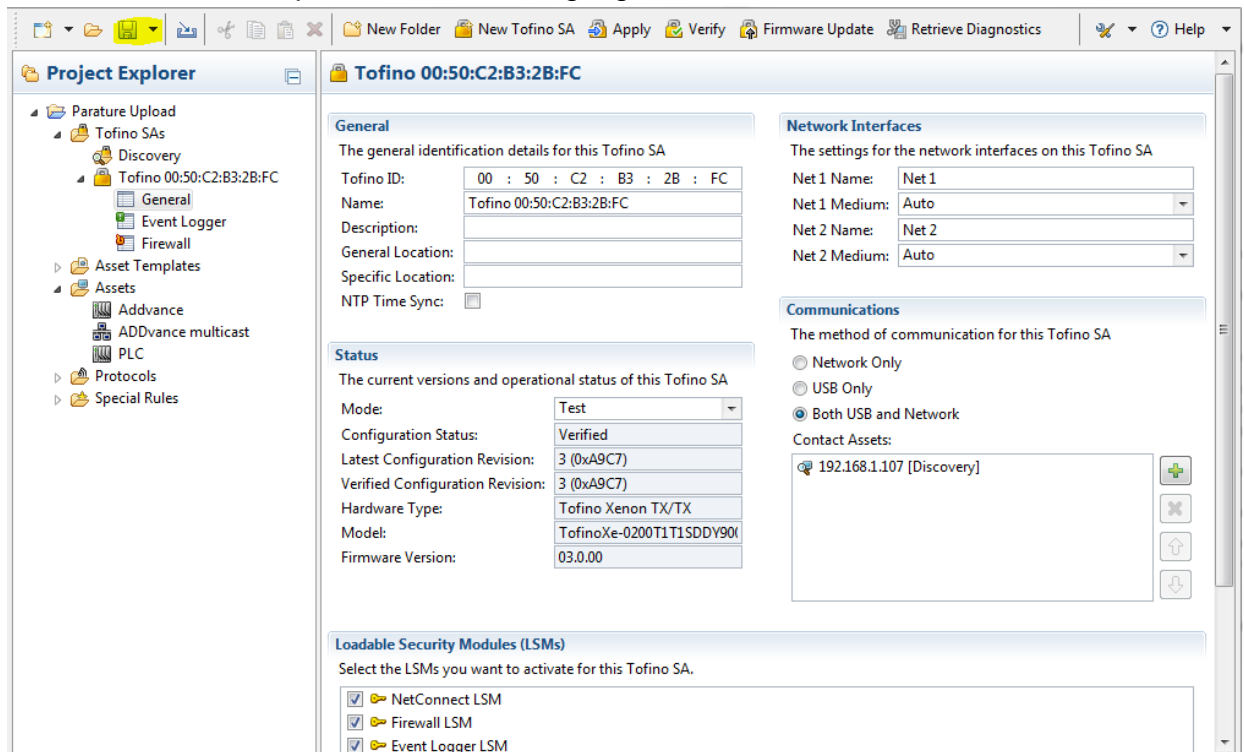
USB Save

Perform a USB Save on the Tofino SA to save event log and diagnostic information from the hardware to a USB storage device.

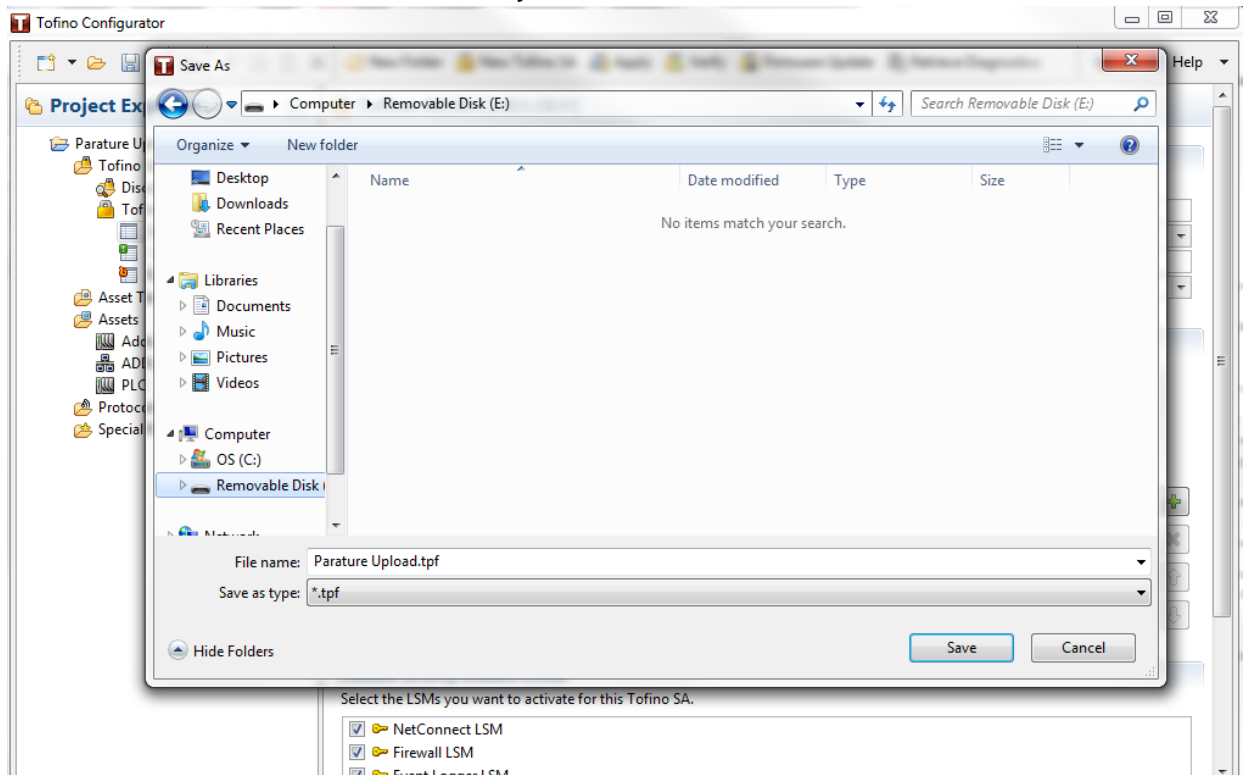
- Insert the USB storage device into the USB port.
- Press the Save/Load/Reset button once.

The second piece of the support information is the TC configuration file.

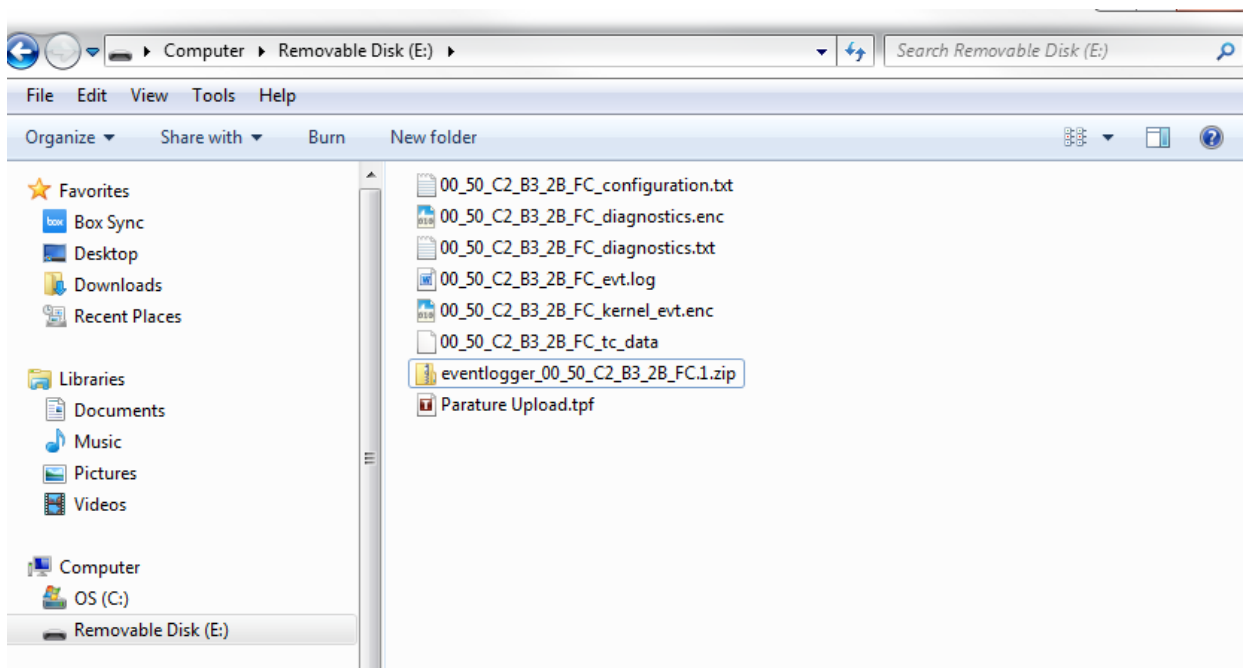
Click on the disk drop down arrow as highlighted below and select save as.



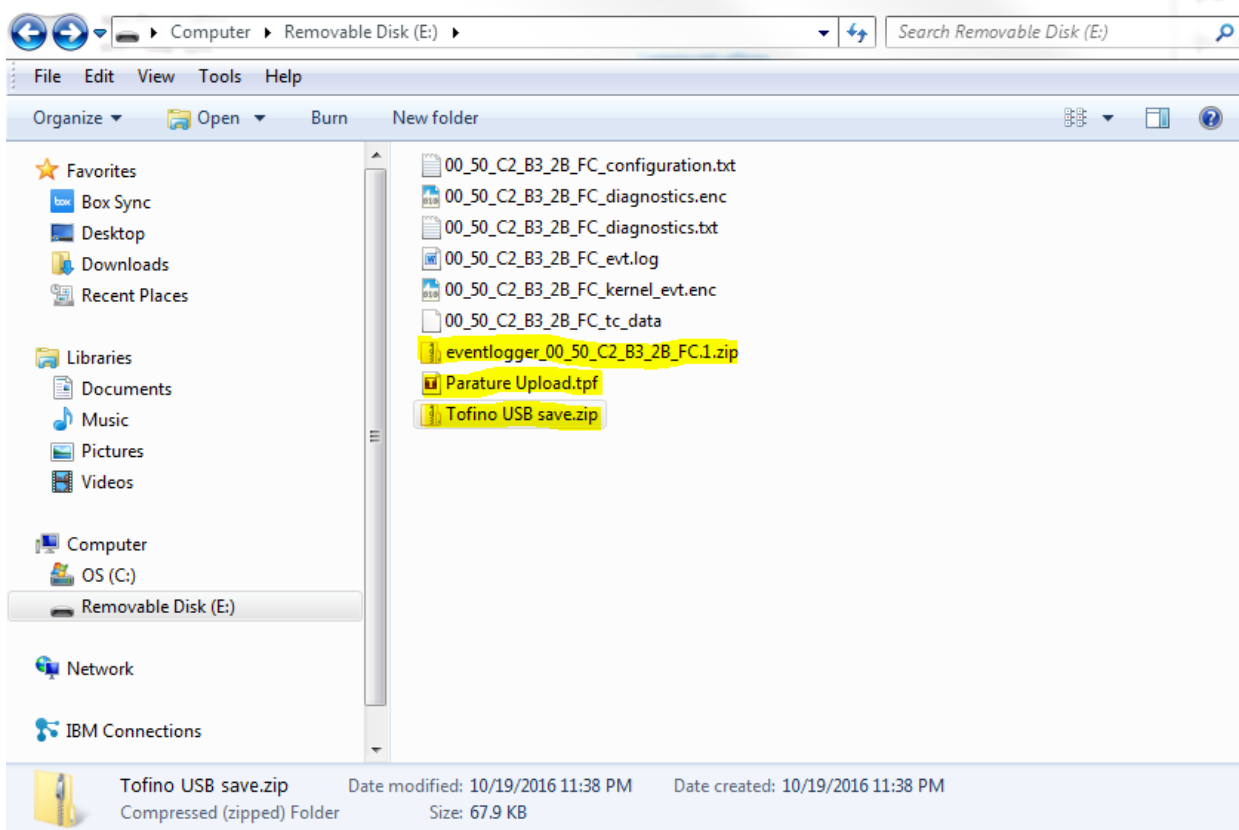
Browse to a location that will be easy to find and click save.



Below is a screen shot of all of the files that will be collected.



For easy upload you can compress the 6 files as shown below. The highlighted files would need to be uploaded to the ticket.



- To add the files to the ticket click on the “Provide Additional Info”.



Search

Ticket Details

Ticket Summary

Ticket#:	15045-25200
Email Notification:	Use Contact Email Notification Preferences
Status:	Work In Progress
Date Created:	19/10/2016 09:54:57 PDT
Last Updated:	19/10/2016 10:11:32 PDT

Ticket Description

Product Category:	Security Appliances
Product Item Appliances:	Tofino Xenon
Issue Type:	Problem
Summary:	Configuration issues
Description:	Having trouble configuring rules
Attachment:	

Ticket Feedback

Actions

After clicking the Provide additional info there is an option to type in comments and an option to attach files. Below is an example of what the screen will look like. When the comment has been made and the files have been attached click submit.

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Ticket#: 15045-25200
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Date Created: 19/10/2016 09:54:57 PDT
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Ticket Description

Product Category: Security Appliances
Product Item Appliances: Tofino Xenon
Issue Type: Problem
Summary: Configuration issues
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Ticket Feedback.

Action: Provide Additional Info

Comment:

Options

Contact CC List:

Attachment:

E:\Tofino USB save.zip	Browse...	(Remove)
E:\Parature Upload.tpf	Browse...	(Remove)
E:\eventlogger_00_50_C2_B3_2B_FC.1.zip	Browse...	(Remove)