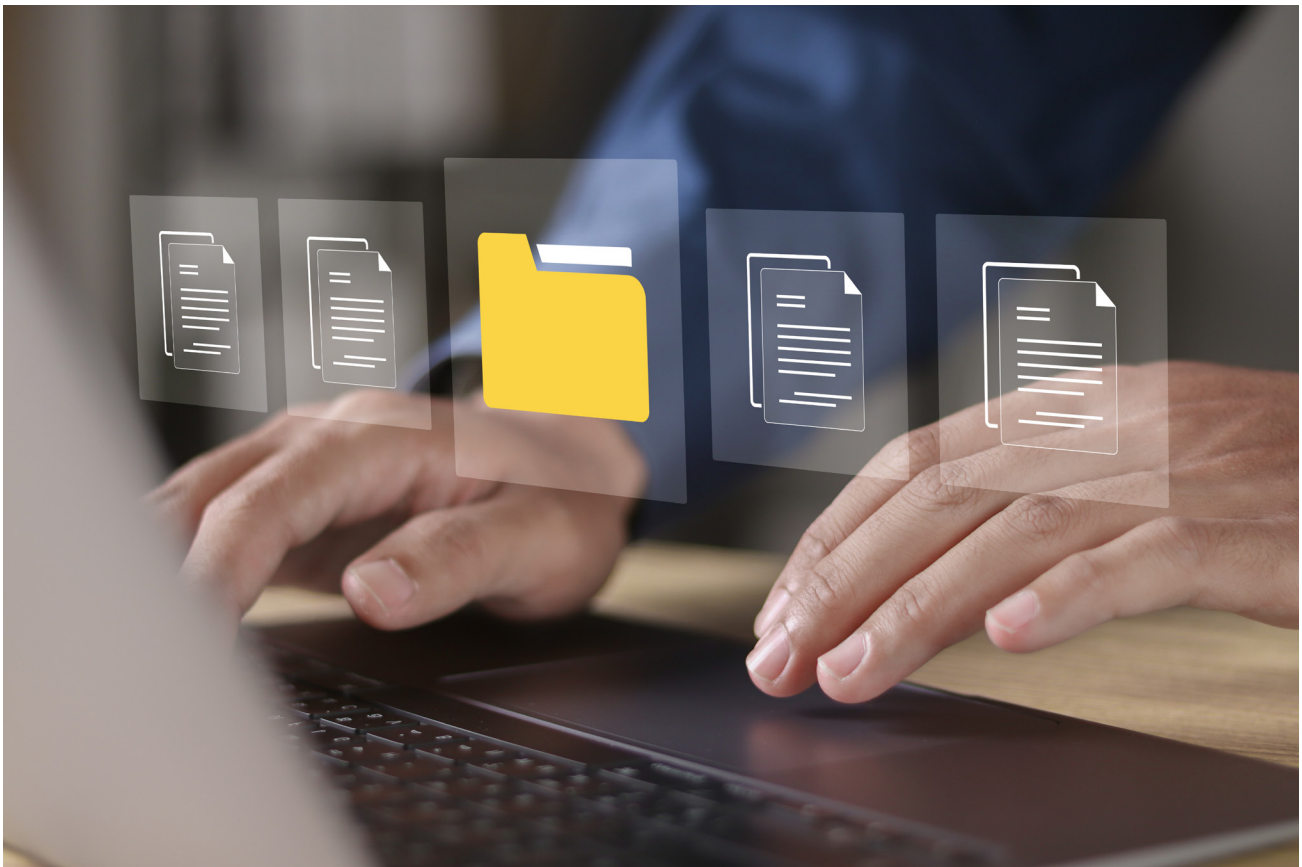




Salem Automation
Systems Integration Specialists

How To Create a Support File



Custom Solutions for Industrial Automation

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1. Overview

When reporting a problem with the server, licensing system, or virtual machines, your Salem Automation support team will ask for you to send a support file. This file contains diagnostic information that helps expedite problem resolution. To create a support file, refer to the following instructions.

1.1 What is a Support File

The support file is a compressed archive (.tgz format) that has information used to resolve host system and virtual machine problems. The file is automatically downloaded to the workstation that is running the monitoring interface.

1.1.1 Naming Convention of Support Files

Support files follow this naming pattern:

[server]_support_[hostname]_[date]_[time].tgz

Example: server_support_hostname.company_27-Oct-2025_143022.tgz

1.2 When to Create a Support File

A support file should be created and submitted to your support provider whenever you experience:

- Server issues.
- Licensing problems.
- Virtual machine errors or unexpected behavior.

NOTE: Timing is important! Create the support file immediately when a problem occurs so that the file properly reflects the actual state of the system and virtual machines at the time of the issue. Properly creating this file, allows Salem's support team to faster analyze and resolve your problem.

1.3 How To Create a Support File

Two methods are available for creating a support file:

1. via Monitor Interface ([Section 2: Create the Support File via Monitor Interface](#)):
 - Recommended.
2. via Console Menu ([Section 3: Create the Support File via Console Menu](#)):
 - Use this method if you cannot access the monitor interface.

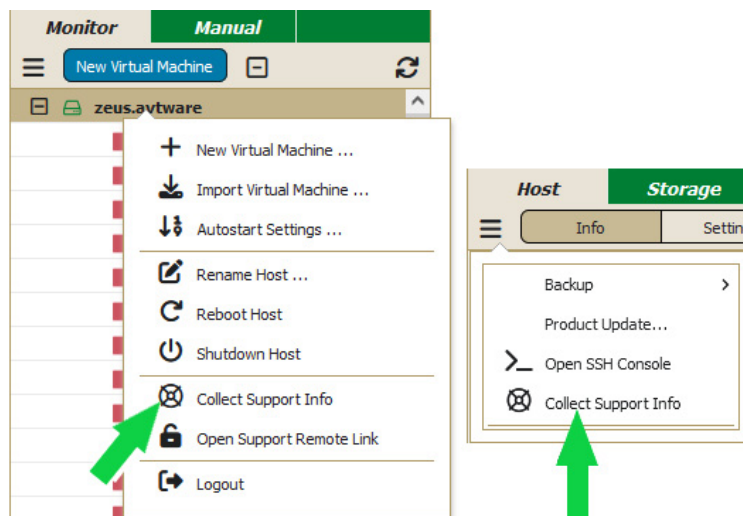


2. Create the Support File via Monitor Interface

1. Access the options menu, using one of these methods:
 - Select the options menu in the host tab, or
 - Right-click on the server name in the navigation window.
2. Select **Collect Support Info**:
 - The system begins collecting diagnostic information.
 - This process may take several moments to complete.
3. Download the file:
 - Once collection is complete, the file downloads automatically to your workstation, or
 - A window appears and prompts you to save the file to a specific location.

NOTE: For support naming file conventions, refer to [Section 1.1.1: Naming Convention of Support Files](#).

Figure 1—Create Through the Monitor Interface

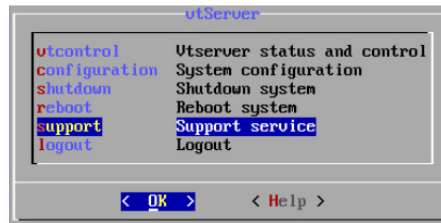




3. Create the Support File via Console Menu

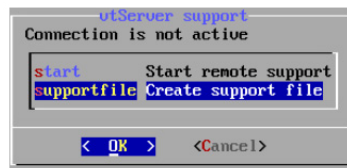
1. Log into the server console.
2. Navigate to the **Support** option.
3. Select **OK**.

Figure 2—Go To the Support Option



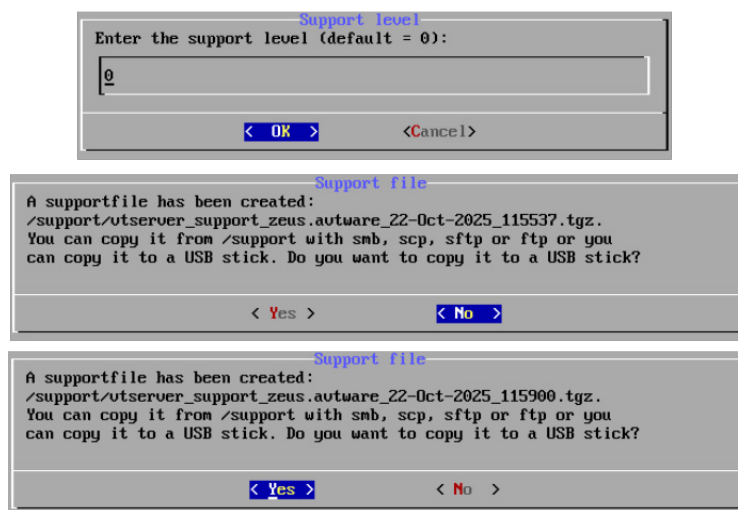
4. Select the option to create a support file: **supportfile**.
5. Select **OK**.

Figure 3—Create a Support File



6. Follow the on-screen prompts to create the file.
 - a. Enter the support level; the default is 0.
 - b. Select **OK**.
 - c. To copy the file to your workstation, select **OK**.

Figure 4—Copy the Support File to Your Workstation



4. Additional Help

If you encounter difficulties creating a support file or have questions about this process, contact us at info@salemautomation.com for assistance or <https://salemautomation.com/about/connect-with-us/>.