

Uploading Unit Info

You can generate a Unit Information file, which includes technical data about the unit. This file can be uploaded and forwarded to customer support, at their request, to help in analyzing issues that may occur.

When uploading a Unit Information file, the PTP 820 functions as an FTP or SFTP client. You must install FTP or SFTP server software on the PC or laptop you are using to perform the upload. For details, see [Installing and Configuring an FTP or SFTP Server](#).

To generate and upload a Unit Information file:

1. Install and configure an FTP server on the PC or laptop you are using to perform the upload. See [Installing and Configuring an FTP or SFTP Server](#).
2. Select **Platform > Management > Unit Info**. The Unit Info page opens.

Figure 227 Unit Info Page

The screenshot shows the 'Unit Info' page in the PTP 820 web interface. The left sidebar contains a tree view with the following structure:

- Main View
 - Platform
 - Management
 - Unit Parameters
 - NTP Configuration
 - Time Services
 - Interface Manager
 - Inventory
 - Unit Info** (selected)
 - Reset
 - Set to Factory Default
 - Unit Redundancy
 - Networking
 - SNMP
 - Software
 - Configuration
 - Activation Key
 - Security
 - Faults
 - Radio
 - Ethernet
 - Sync

The main content area is titled 'Unit Info' and contains the following fields:

- Unit info file creation status: ready
- Unit info file creation progress: 0
- Unit info file transfer status: Ready
- Unit info file transfer progress: 0
- File transfer protocol: FTP (dropdown)
- Username in server: anonymous
- Password in server: (empty)
- Server IP: 0.0.0.0
- Location of files in server: (empty)
- File name in server: (empty)
- IPv6 Server Address: ::

At the bottom of the form are four buttons: Apply, Create, Export, and Refresh.

3. In the **File transfer protocol** field, select the file transfer protocol you want to use (**FTP** or **SFTP**).
4. In the **Username in server** field, enter the user name you configured in the FTP server.
5. In the **Password in server** field, enter the password you configured in the FTP server. If you did not configure a password for your FTP user, simply leave this field blank.
6. If the IP address family is configured to be IPv4, enter the IPv4 address of the PC or laptop you are using as the FTP server in the **Server IPv4 address** field. See [Defining the IP Protocol Version for Initiating Communications](#).

7. If the IP address family is configured to be IPv6, enter the IPv6 address of the PC or laptop you are using as the FTP server in the **IPv6 Server Address** field. See [Defining the IP Protocol Version for Initiating Communications](#).
8. In the **Path** field, enter the directory path to which you are uploading the file. Enter the path relative to the FTP user's home directory, not the absolute path. To leave the path blank, enter `//`.
9. In the **File Name** field, enter the name you want to give to the exported Unit Information file.
10. Click **Apply** to save your settings.
11. Click **Create** to create the Unit Information file. The following fields display the status of the file creation process:
 - **Unit Info File creation status** – Displays the file creation status. You must wait until the status is Success to upload the file. Possible values are:
 - **Ready** – The default value, which appears when no file is being created.
 - **Generating File** – The file is being generated.
 - **Success** – The file has been successfully created. You may now upload the file.
 - **Failure** – The file was not successfully created.
 - **Unit Info File creation progress** – Displays the progress of the current Unit Information file creation operation.
12. Click **Export**. The upload begins. The following fields display the status of the upload process:
 - **File File transfer status** – Displays the status of any pending Unit Information file upload. Possible values are:
 - **Ready** – The default value, which appears when no file transfer is in progress.
 - **File-in-transfer** – The upload operation is in progress.
 - **Success** – The file has been successfully uploaded.
 - **Failure** – The file was not successfully uploaded.

If you try to export the file before it has been created, the following error message appears:
Error #3-Invalid set value.

If this occurs, wait about two minutes then click **Export** again.

- **File transfer progress** – Displays the progress of the current Unit Information file upload operation.