

## Capturing a Coroner Log

LifeSize Bridge 2200 includes a support interface that can assist LifeSize Technical Services personnel in diagnosing product behavior. You can capture a coroner log and run a TCP dump from the Support page of the LifeSize Bridge Utility. The coroner log and the TCP dump include data from the system log files detailing the components of LifeSize Bridge and its status.

This technical note assumes that the LifeSize Bridge Utility is installed on your computer. Refer to the *LifeSize Bridge Administrator Guide* for installation instructions.

### Capturing a Coroner Log

1. Log in to the LifeSize Bridge Utility using the support username and password.
2. Click **Support** to open the Support page.
3. Select **Coroner**.
4. Click **Generate Coroner** to begin the capture process. This process may take several minutes.
5. When complete, enter the filename or accept the default and click **Save**. The numbers in the default filename represent the year, month, day, and time the file was captured.
6. Click **OK**.
7. Send the file to LifeSize Technical Services for analysis.

### Downloading TCP Data

1. Log in to the LifeSize Bridge Utility using the support username and password.
2. Click **Support** to open the Support page.
3. Select **TCP Dump**.
4. Click **Download** to save the file.
5. Enter the filename or accept the default and click **Save**. The numbers in the default filename represent the year, month, day, and time the file was captured.  
**Note:** The dump files are continually generated and ready for download immediately. You can specify a location to automatically download the files in the **Auto Download Directory**. TCP dump files are populated in the directory during a call.
6. Click **OK**.
7. Send the file to LifeSize Technical Services.