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A NetYCE support debug data file can be created using the 'Admin → System → Debug logs' tool. The resulting file can be downloaded and sent to a NetYCE engineer for support purposes.

The file it creates (named "<customer>_support_<server>_<date>_<time>.bin" in "/var/opt/yce/logs") is an encrypted gtar compressed file with NetYCE log and configuration files.

The encryption key used is one of the NetYCE licence keys from the customer license files. The used key and required decryption command is listed during the file creation and is intended only for customer verification and should NOT be communicated with NetYCE or otherwise.

The `mk_debug_set.pl` script is the cli version of the support file creating function.

From:

<https://wiki.netyce.com/> - **Technical documentation**

Permanent link:

https://wiki.netyce.com/doku.php/maintenance:general:tools:mk_debug_set.pl

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