



Sending Log Files to Technical Support

If you are asked to provide Log Files to the Unitec's Technical Support Department, please follow these steps:

1. Enter 4401 at your Sierra-based product (Portal, Sentinel or C-Start) and log in using your user/password.
2. Select Utilities.
3. Select Transfer Log Files to USB Flash Drive.
4. Follow instructions on the next screen displayed. After the USB drive is connected, wait 30 seconds before selecting begin. Log files will transfer to USB drive and screen will say Complete when finished.
5. Remove USB drive and take it to a computer with Internet access.
6. Navigate to USB drive and locate folder UEP_Dlogs. (UEX_Dlogs for Portal+; UES_Dlogs for Sentinel; UEC_Dlogs for C-start)
7. Right click on folder UEP_Dlogs click on Send to compressed zip file.
8. Right click on UEP_Dlogs.zip and send to email recipient. Use cs@startwithunitec.com for address, and note the work order number in the subject line.
9. You may also drag and drop the compressed log files to any reply for logs we send you. In this case please use the "reply all" button.