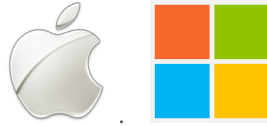


FileWave Support Resources

These are tools that you will use with [Technical Support](#) to troubleshoot issues and this page can be accessed via <https://go.filewave.com/supportresources> or <https://supportresources.filewave.com>.

TeamViewer QuickSupport



Port Tester v16



On Windows you may need to download the [latest supported Visual C++ Redistributable downloads](#) and then the scanner will function without issue.

Debug Uploader Tool

The Debug Uploader Tool (UT) is a utility that runs on the server that will collect the debug information and securely upload it to support. This is a command run directly on a FileWave Server;

```
/usr/local/filewave/python/bin/python /usr/local/filewave/django/manage.pyc ut
```

Updated TV URL: <https://get.teamviewer.com/r6bwpyh>

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