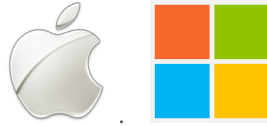


# FileWave Support Resources

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>

🔄Revision #25

★Created 13 March 2025 15:03:19 by Josh Levitsky

✍Updated 27 March 2025 13:43:57 by Josh Levitsky