

How to get device information by SSH

Preparation

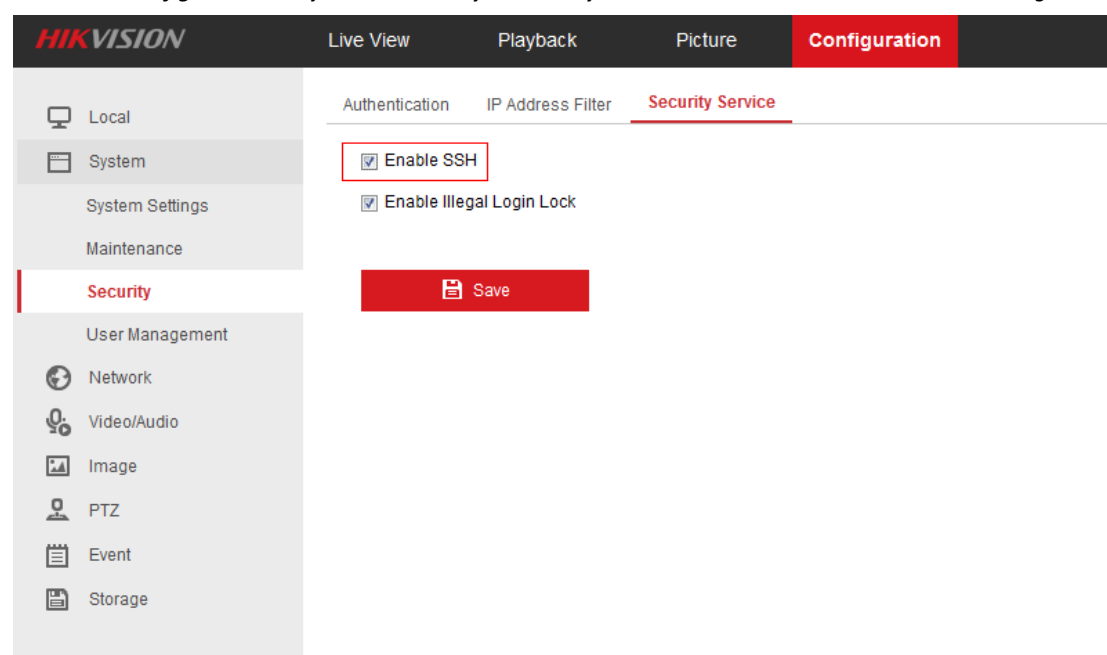
SecureCRT software

You can download this tool from 400FTP

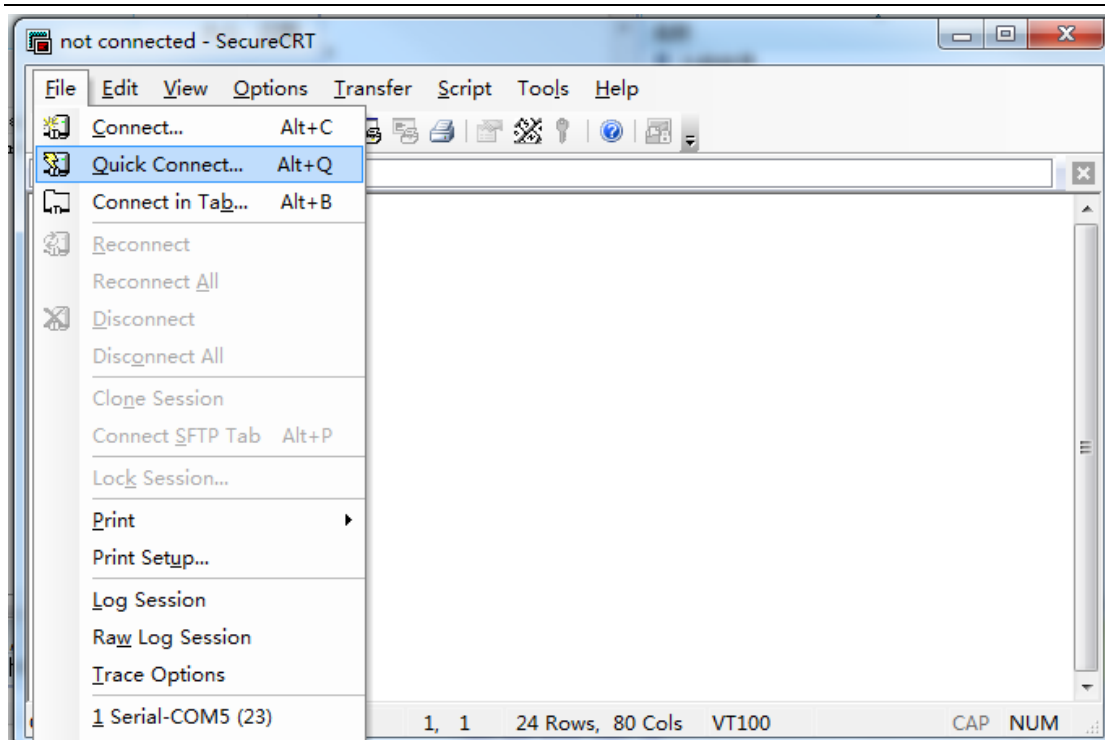
Path :/17 Thermal/02 Product support/04 Tool/SecureCRT/

Steps:

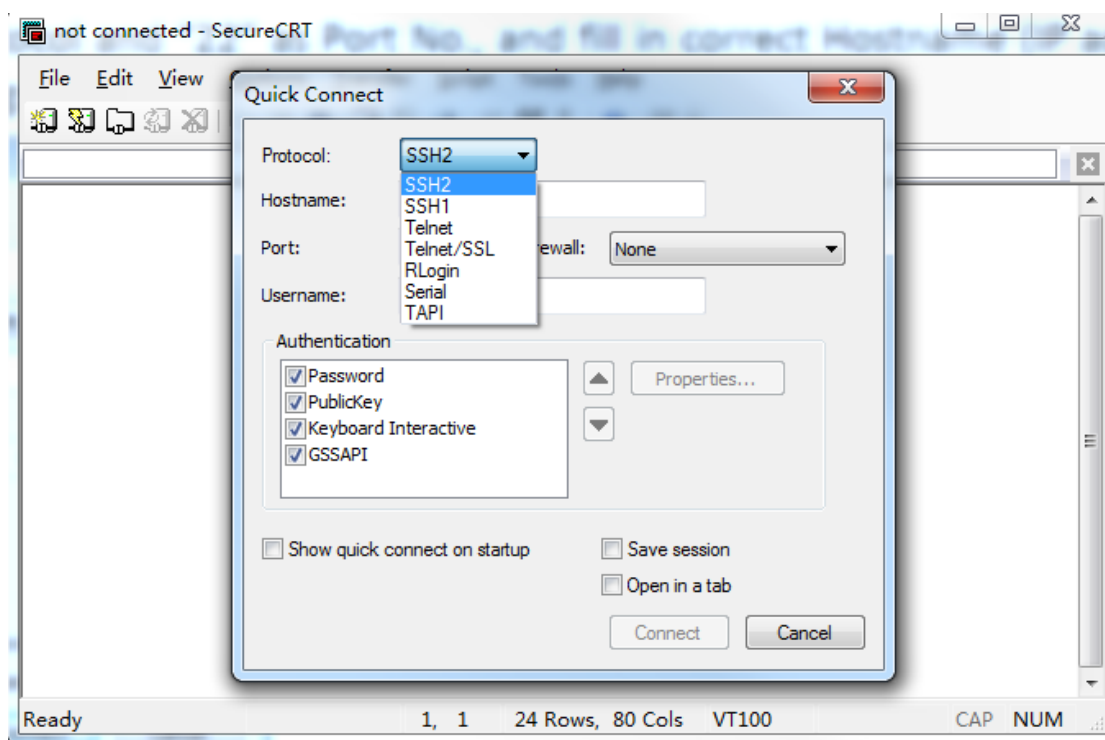
1. Go to **Configuration** → **System** → **Security** → **Security Service**. Enable SSH. Click **save** to save settings.



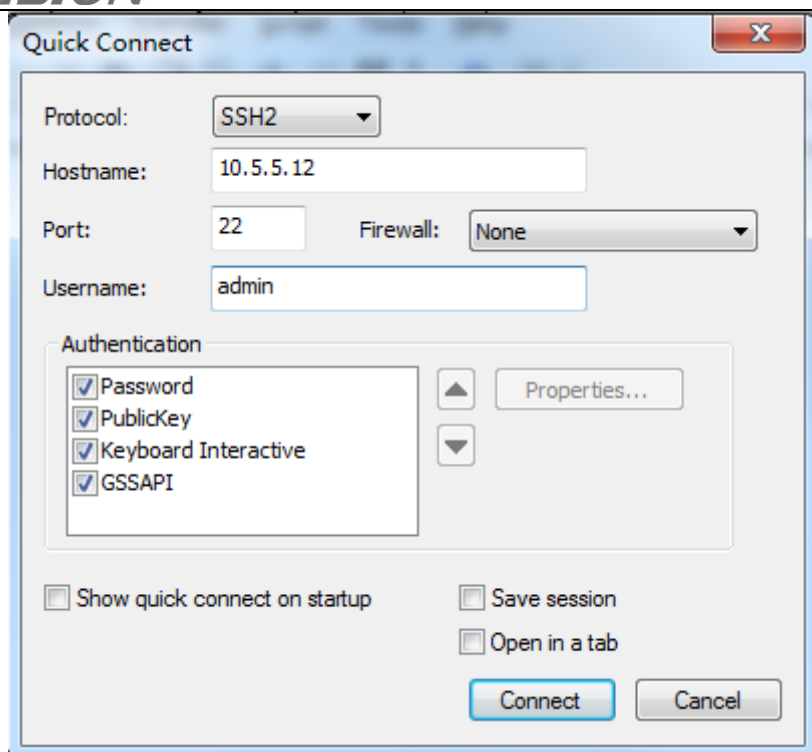
2. Open **SecureCRT** and click **Quick Connect**.



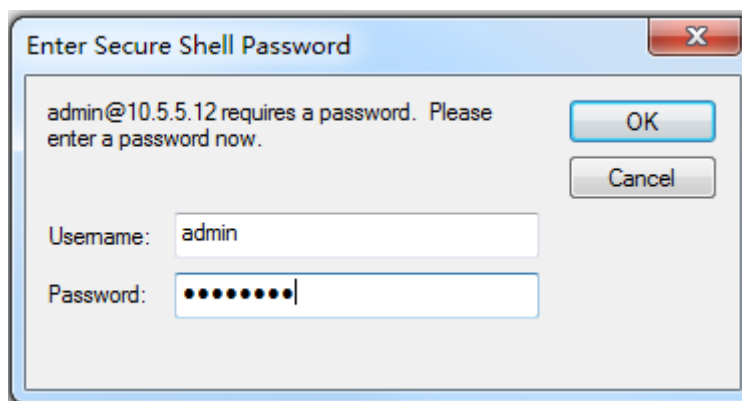
3. Select SSH2.



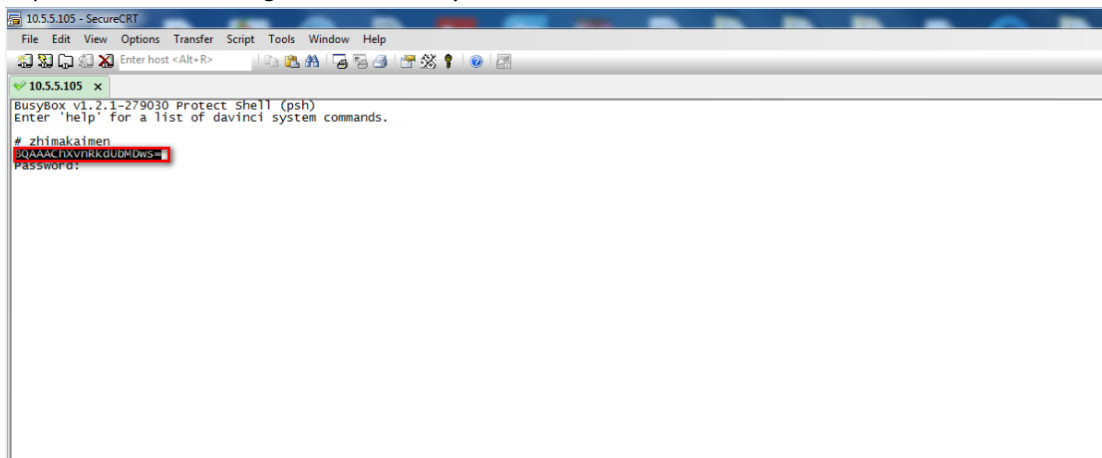
Input the **Hostname** (IP address), port (22) and user name. Click **Connect**.



4. *Input the password and press **OK**.*



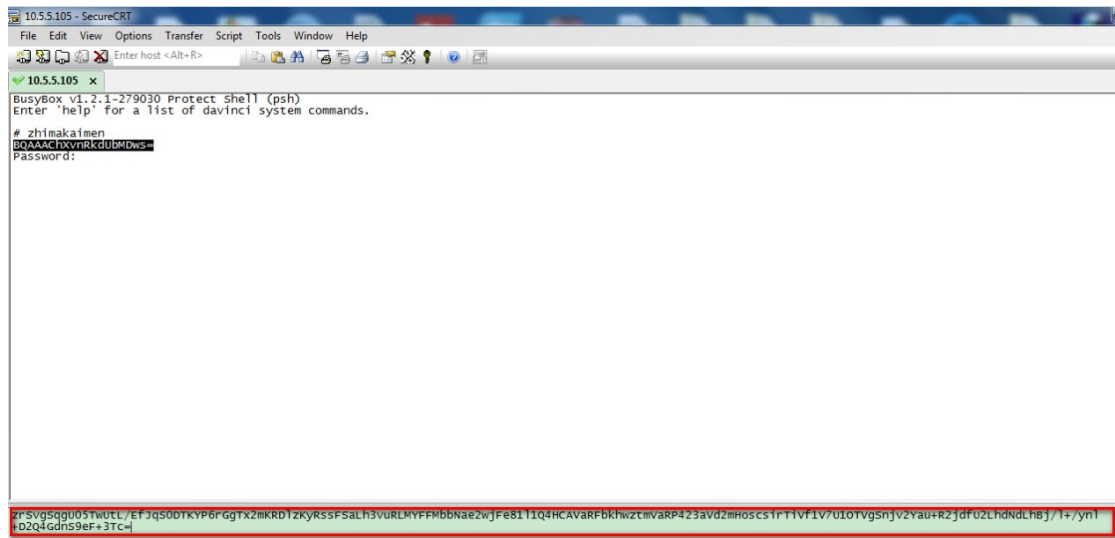
5. *Input "zhimakaimen", get the device key.*



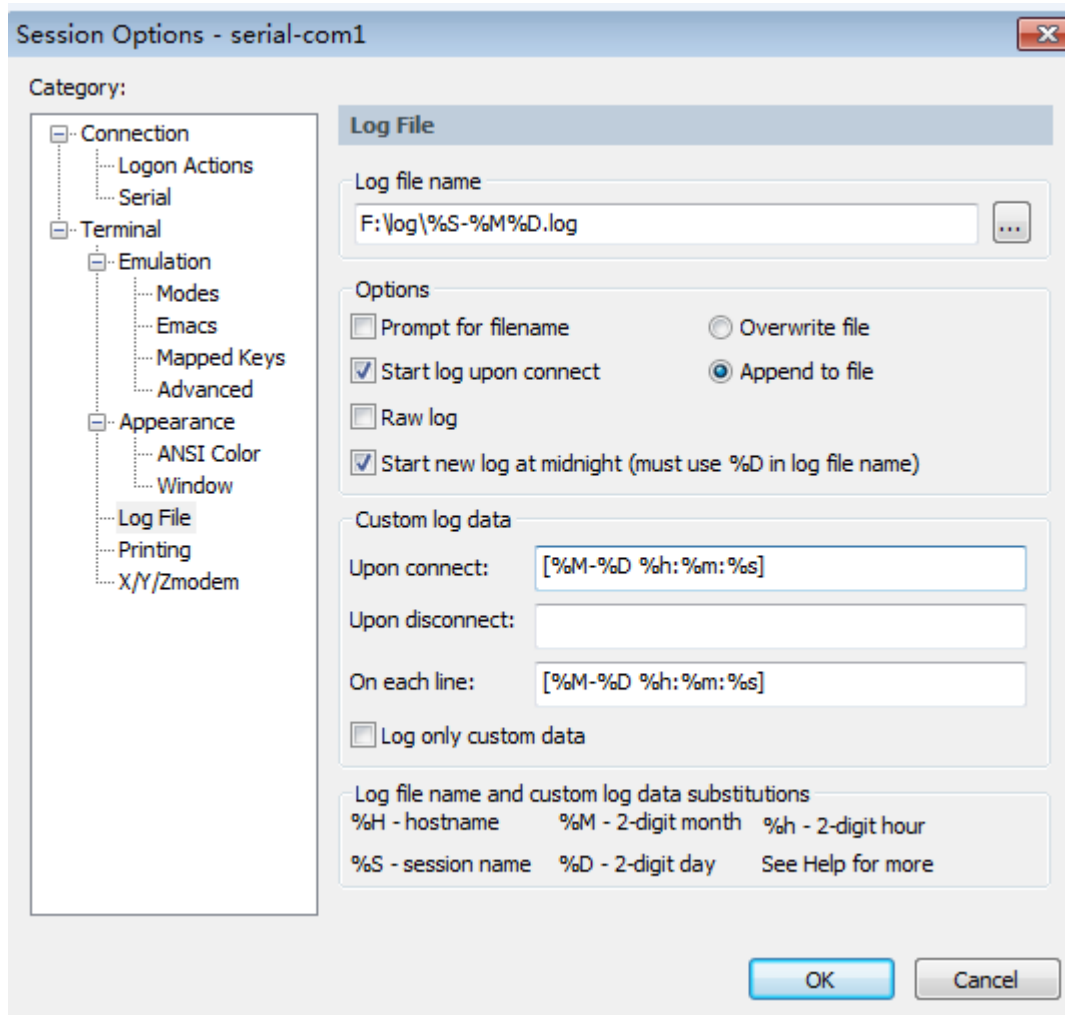
6. *Access to OA System, Tech-Support->PSH QUERY->PSH Shell, Input the device key, then get the security code.*



7. Input this security code, then enter to the device debug mode.



8. Go to Options-Session Options—Log file settings, check the parameters shown as below.



9. Enter 'outputOpen', if hint error message, please enter outputClose first, then input outputOpen again.
10. Save all the information during the troubleshooting time then send the log file to us.

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