

# Generate Support Package

Sometimes you will need to contact support regarding an issue on the MFEL. To do this navigate to the following page in your browser:

[http://<MFVP-EncodingLive\\_IP\\_Address>/Support.html](http://<MFVP-EncodingLive_IP_Address>/Support.html)

Click the **Generate** button. The process will take a couple of minutes, then you will see a **Download** button so that you can download the support package and send it to the support team.

Alternatively you can go to the **about** page and click the [Go to support page](#) link.

Serial number: 4e-959825

Part number: 99-00306-XP-Y-WW01-MUSE\_G6ANY-DOLBY\_G6ANY-SMX\_G6ANY-PKG\_GGANY-DAI\_G6ANY-HEVC\_G6ANY-SA

Firmware: MFVP Encoding Live

Version: 7.00.06 (662)

ISO version:Linux-Installer-2.00.00.003

Upgrade expiration: 20/09/2017 23:59:59

Date:2016-10-20 02:11:03 -08:00

Support:Go to support page

From:

<http://cameraangle.co.uk/> - WalkerWiki - [wiki.alanwalker.uk](http://wiki.alanwalker.uk)

Permanent link:

[http://cameraangle.co.uk/doku.php?id=wiki:generate\\_support\\_package](http://cameraangle.co.uk/doku.php?id=wiki:generate_support_package)

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