



What is this?

This help document shows you how to capture diagnostic information from the FilesThruTheAir™ WiFi Sensor Software.

WARNING : Only complete this procedure when requested by one of our support team.

This document does not apply when storing your data On the Cloud.

On rare occasions our support team may request files from your system in order to help diagnose technical problems.

1. Close the WiFi Sensor Software
2. Zip-up the following files ...

Do not move, delete or open these files

Program Files\Wifi Sensor Software\corewifidata.bdf

Program Files\Wifi Sensor Software\corewifidata.ldb

Program Files\Wifi Sensor Software*.wdf (all files with a .wdf extension)

This folder might be called **Program Files (x86)\Wifi Sensor Software** on some operating systems.

My Documents\WiFi Sensor Software*.txt (all files with a .txt extension)

My Documents\WiFi Sensor Software*.wdf (all files with a .wdf extension)

This folder might be called **Documents\WiFi Sensor Software** on some operating systems.

These files may be large. We recommend that you use a file-sharing website to send these files to our support team.