



- *Gathers diagnostic information from Crestron® devices for True Blue Support*
- *Provides predefined commands to target various Crestron devices*
- *Logs device status*

The Information Gathering Tool collects diagnostic information from connected Crestron devices and aids Crestron's True Blue Support professionals in assisting users in the field.

Device Status

The Information Gathering Tool identifies Crestron devices on a connected network and allows the user to run a series of predefined commands. Device command responses are logged to show the device's status. The Information Gathering Tool can also retrieve persistent logs (PLOGs), .AV Framework™ configuration, and .AV Framework logs from supported devices.

Batch Mode

Batch mode allows for software operation on multiple devices to expedite the log gathering process. The tool can process up to 10 devices simultaneously and queue additional tasks.

Uploader Integration

Software integration with Crestron Uploader allows for easy file transfer with Crestron's support team.

Specifications

System Requirements

Supported Operating Systems	Windows® Server 2008, Windows 7 (32-bit and 64-bit), Windows 8, Windows 8.1, Windows 10
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NOTE: Installation on Windows 8 or Windows 10 software requires an administrator account. The Information Gathering Tool can be run by an account with normal privileges.

Minimum Required PC Configuration	Windows 7 1 GHz or faster 1 GB RAM (32-bit) 1366x768 or better resolution
Recommended PC Configuration	Windows 10 1.5 GHz or faster 2 GB RAM (32-bit) 1920x1080 or better resolution

Model

SW-INFOTOOL
Information Gathering Tool for Crestron® Devices

This product may be purchased from select authorized Crestron dealers and distributors. To find a dealer or distributor, please contact the Crestron sales representative for your area. A list of sales representatives is available online at www.crestron.com/How-To-Buy/Find-a-Representative or by calling 855-263-8754.

This product is covered under the Crestron standard limited warranty. Refer to www.crestron.com/warranty for full details.

The specific patents that cover Crestron products are listed online at patents.crestron.com.

Certain Crestron products contain open source software. For specific information, please visit www.crestron.com/opensource.

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