



How to export debug log dump and VMS log

Application Notes

Version <1.0>

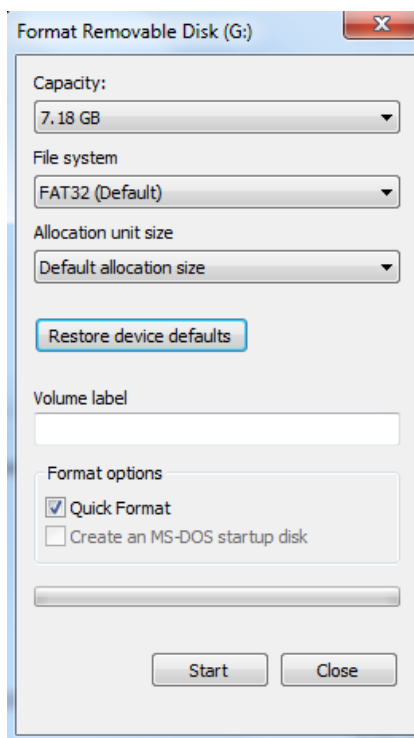
Preface

This application note will guide user step by step to export debug log dump and export VMS log from Surveon Linux NVR/SMR.

Steps

1. Export debug log dump from Linux NVR/SMR

- Format your USB drive.
- Select FAT32 and restore device to defaults..



- Insert USB drive in NVR/SMR.
- Press "Ctrl+Shift+C" to Console mode to login. (Default ID/Password is admin/admin)

```
NVR5000 Console:  
Version: 3.1.0 A04  
LAN1 IP Address: 172.30.11.82  
LAN2 IP Address: 172.30.10.38  
System Config Login:
```

- Select "6" to "Configuration Management".

```
1: Network Setting  
2: Upgrade  
3: Restart  
4: Shutdown  
5: Factory Restore  
6: Configuration Management  
7: System Management  
8: License Information  
9: Exit  
  
Press Esc can return to the previous layer of the menu.  
Choose your action please: 6_
```

- Select "2" to "Debug Log Dump".

```
1: Clear SCC Data(eth1)  
2: Debug Log Dump  
3: File system check  
4: Repaire System MBR(RAID)  
5: Back  
  
Press Esc can return to the previous layer of the menu.  
Choose your action please: 2_
```

- The system will display this following message to check your USB drive and press "Enter" to continue the process.

```

1: Clear SCC Data(eth1)
2: Debug Log Dump
3: File system check
4: Repaire System MBR(RAID)
5: Back

Press Esc can return to the previous layer of the menu.
Choose your action please: 2
Please plug into your usb disk(FAT32 format),Enter to Start..._

```

- After the process finished, it will popup “success” information and press “Enter” to exit.

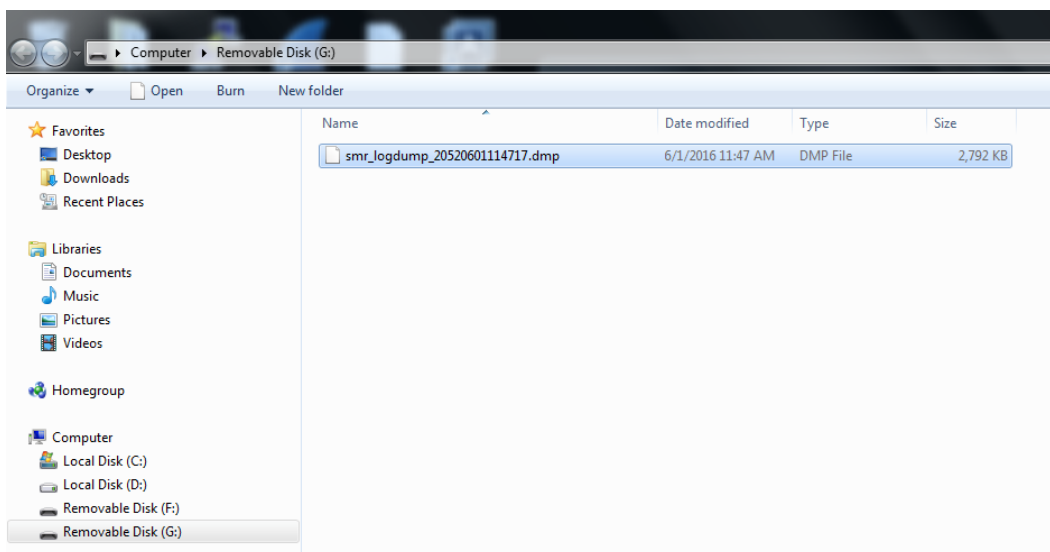
```

/var/log/vms/01/01task.log
/var/log/vms/vi/limit.cfg
/var/log/vms/vi/viserver.log
/var/log/vms/vi/2016.01.14.log
/var/log/vms/videomanager.log
/var/log/vms/webstream/
/tap/smr41.log
/var/log/vmsinfo20160203_115315.tar.gz
/var/log/dmesg
/var/log/dmesg.0
/var/log/dmesg.1.gz
/var/log/dmesg.2.gz
/var/log/dmesg.3.gz
/var/log/dmesg.4.gz
tar: /var/log/disk.error*: Cannot stat: No such file or directory
tar: Exiting with failure status due to previous errors

dump log successfully,please check it under windows,Enter to exit...

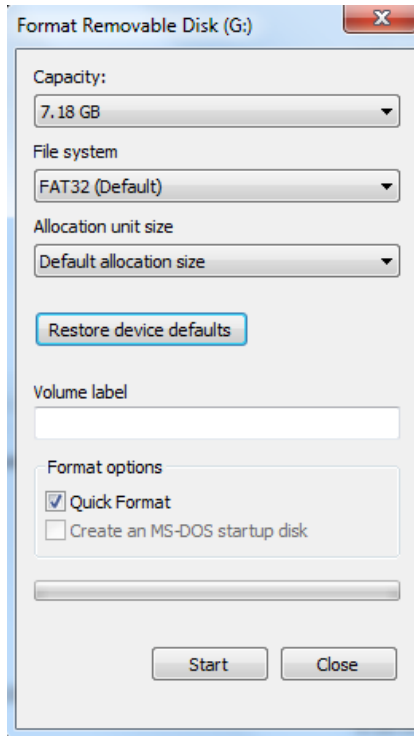
```

- Unplug your USB drive from NVR/SMR and insert it into your computer to confirm “Debug Log Dump” file and send it to Surveon technical support team.

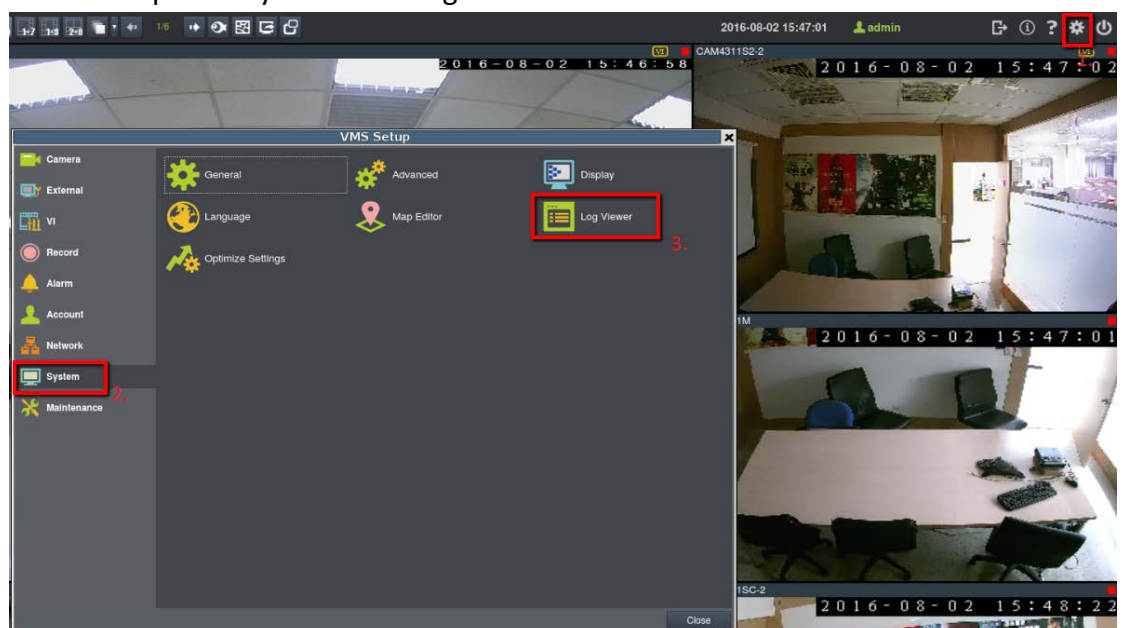


2. Export VMS log from Local Client

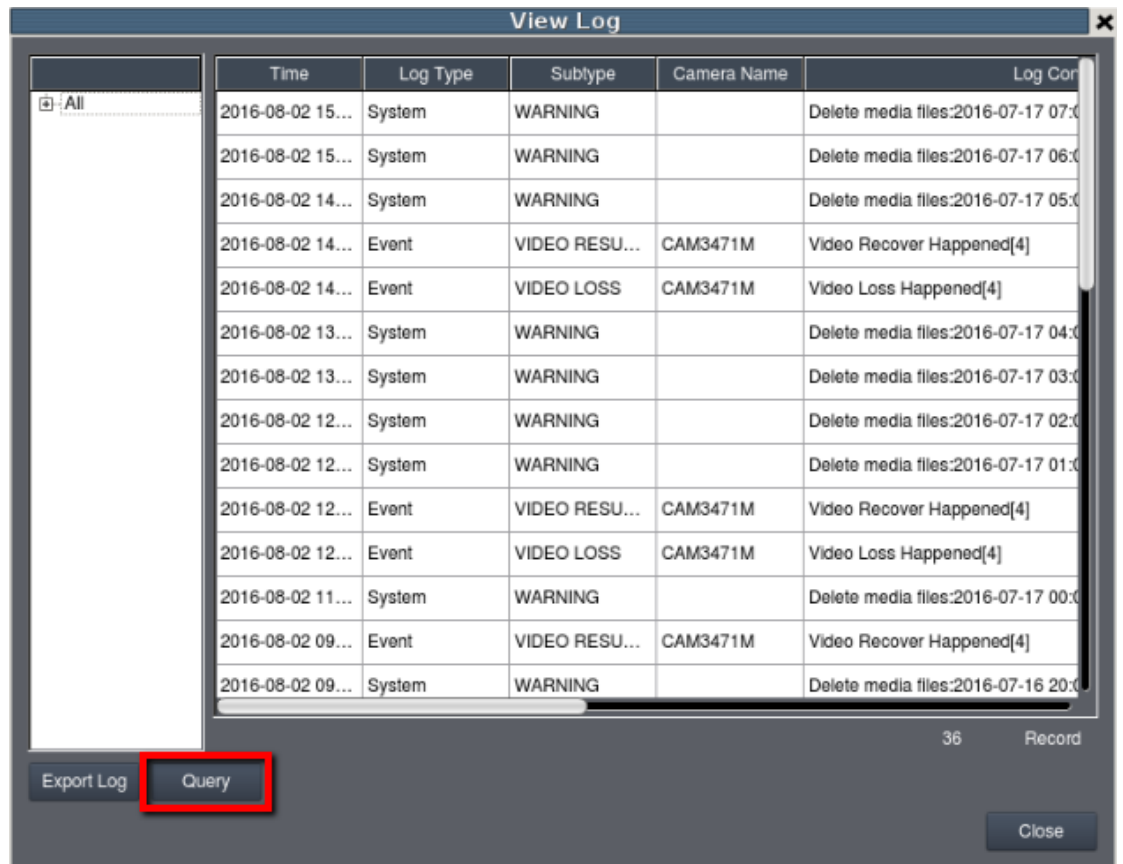
- Format your USB drive.
- Select FAT32 and Restore device to defaults.



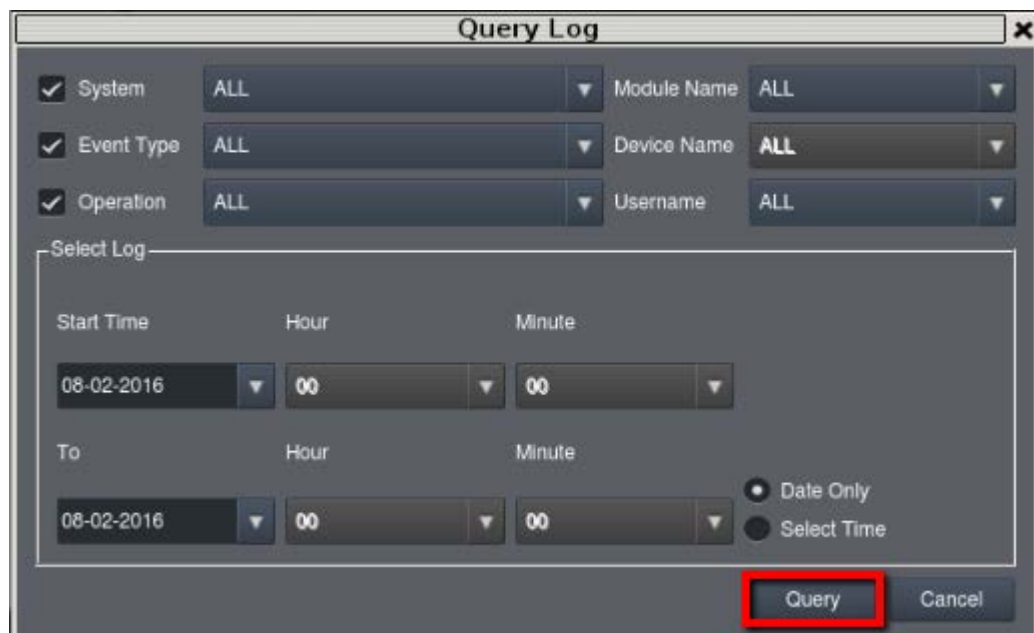
- Insert the USB drive in NVR/SMR.
- Press “Setup” → “System” → “Log Viewer”.



- Press “Query”.



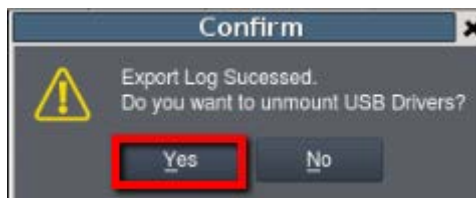
- Select Start Time before issue occurred, till the End Time when this issue happened and finished, and click Query button.



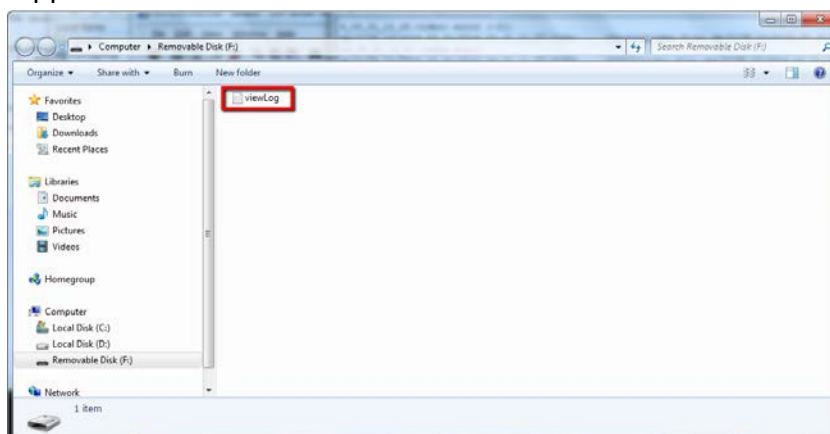
- You will see NVR/SMR Log, press “Export Log”.



- After exporting successfully, press “Yes” and remove the USB drive.



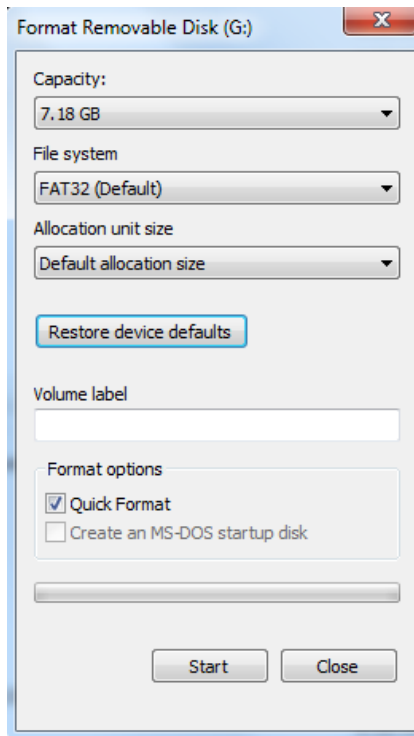
- You will see the log is saved in USB drive and send it to Surveon technical support team.



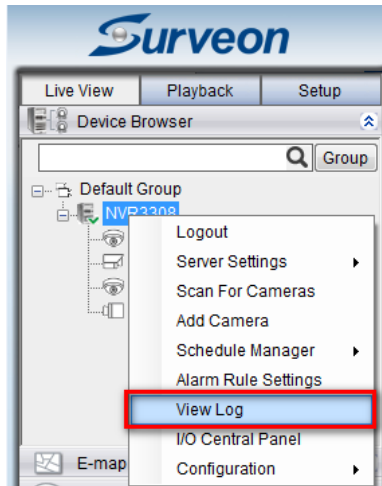
3. Export VMS log from Remote client

(When NVR/SMR doesn't connect a local monitor, this is another way to export VMS log)

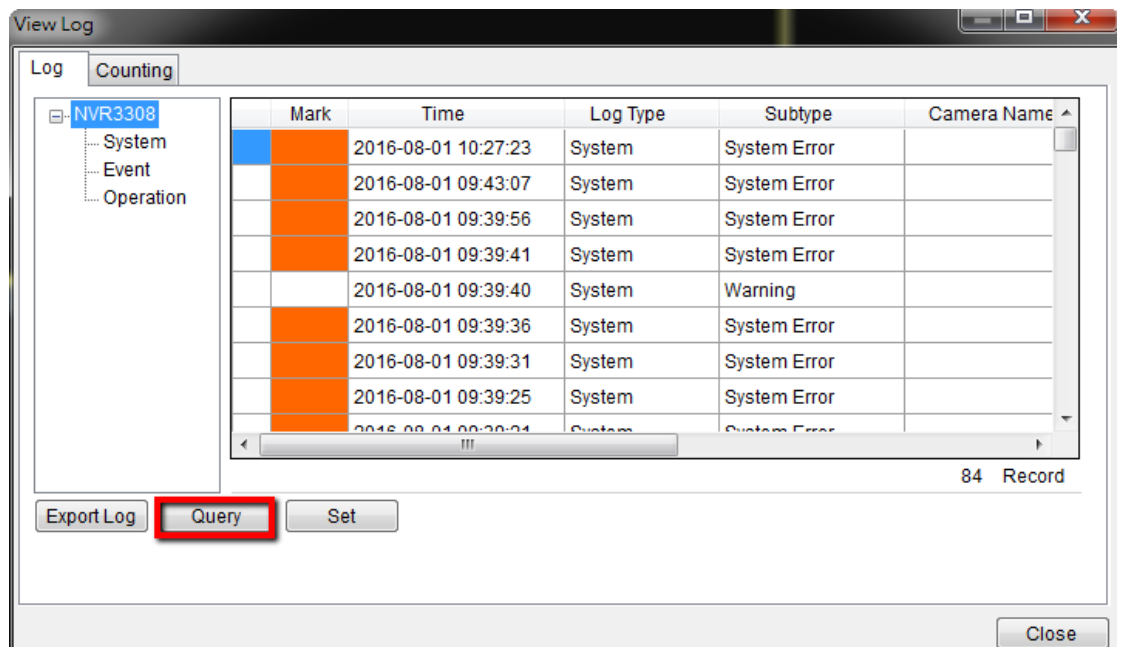
- Format your USB drive.
- Select FAT32 and Restore device to defaults.



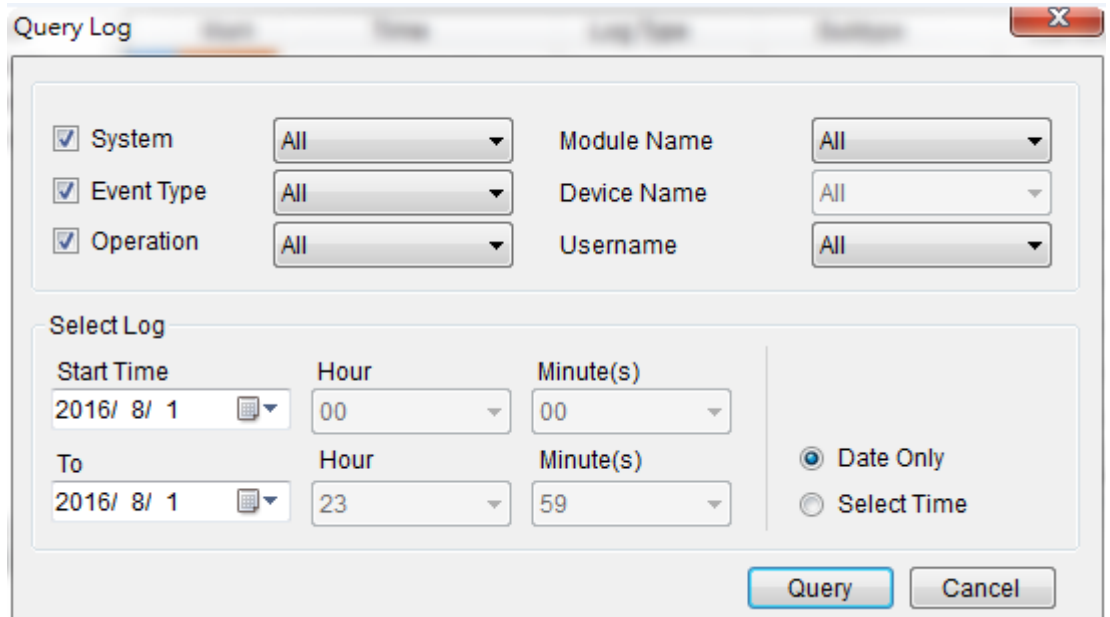
- Insert your USB drive in the PC installed VMS Remote client.
VMS Remote Client Download Link:
<http://www.surveon.com/support/software.asp#VMS>
- Execute VMS Remote client and login NVR/SMR.
- Right click the NVR/SMR Server and press "View Log".



- Press "Query".



- Select start time before issue occurred, till the end time when this issue happened and finished, and click Query button.



Query Log

System All Module Name All
 Event Type All Device Name All
 Operation All Username All

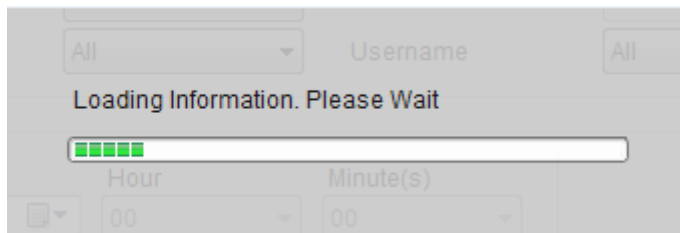
Select Log

Start Time Hour Minute(s)
 2016/ 8/ 1 00 00
 To Hour Minute(s)
 2016/ 8/ 1 23 59

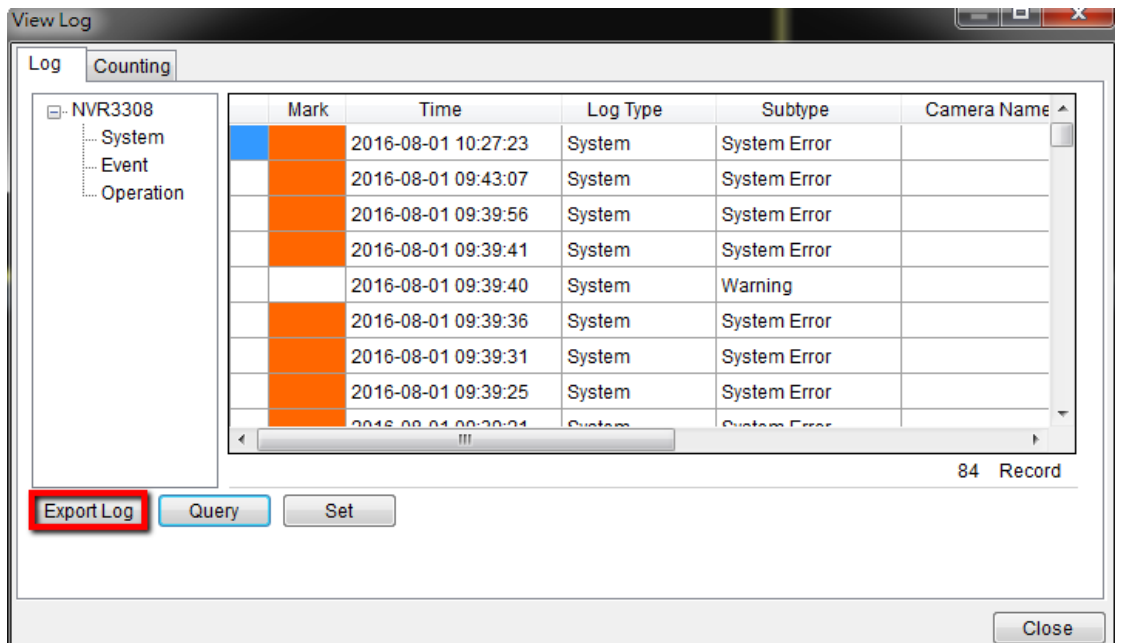
Date Only
 Select Time

Query Cancel

- VMS Remote client is loading NVR/SMR log.



- After finished, pressing “Export Log” to export it.



View Log

Log Counting

NVR3308
 System
 Event
 Operation

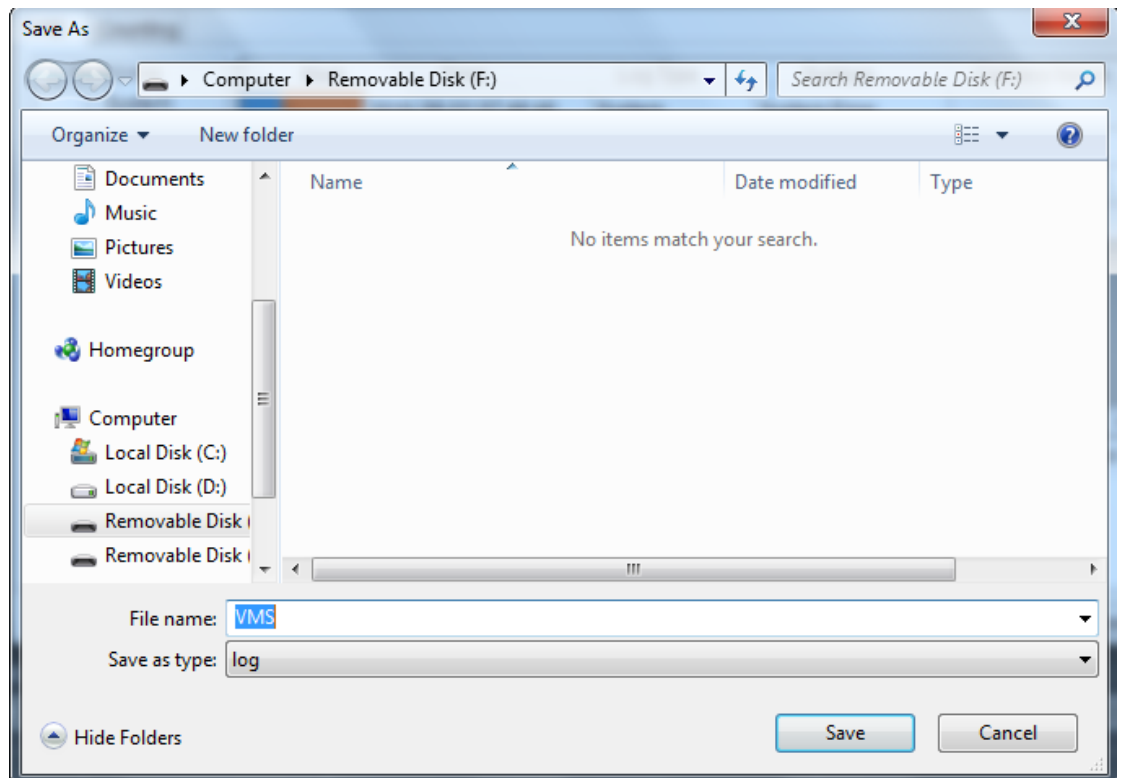
Mark	Time	Log Type	Subtype	Camera Name
1	2016-08-01 10:27:23	System	System Error	
2	2016-08-01 09:43:07	System	System Error	
3	2016-08-01 09:39:56	System	System Error	
4	2016-08-01 09:39:41	System	System Error	
5	2016-08-01 09:39:40	System	Warning	
6	2016-08-01 09:39:36	System	System Error	
7	2016-08-01 09:39:31	System	System Error	
8	2016-08-01 09:39:25	System	System Error	
9	2016-08-01 09:39:24	System	System Error	

84 Record

Export Log Query Set

Close

- Select your USB drive, type file name, and press “Save” to save this log.



- You will see the log is saved in USB drive and send it to Surveon technical support team.

