
How to export system log in NVR/SMR? Application Notes

Version <1.1>

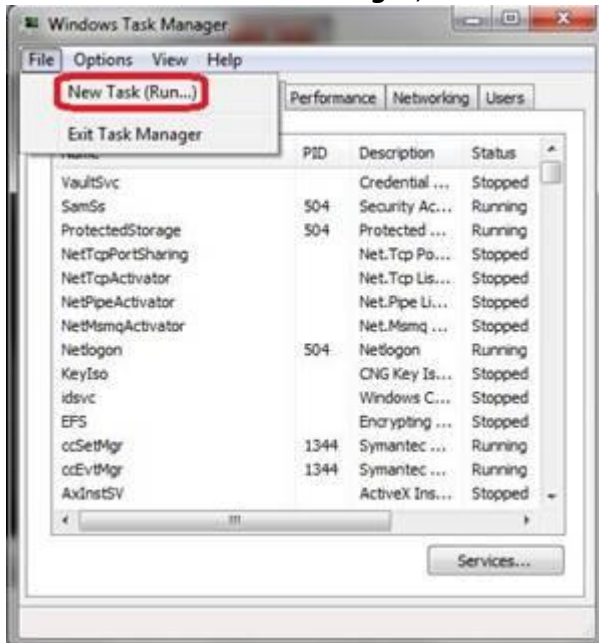


Technical Support Team

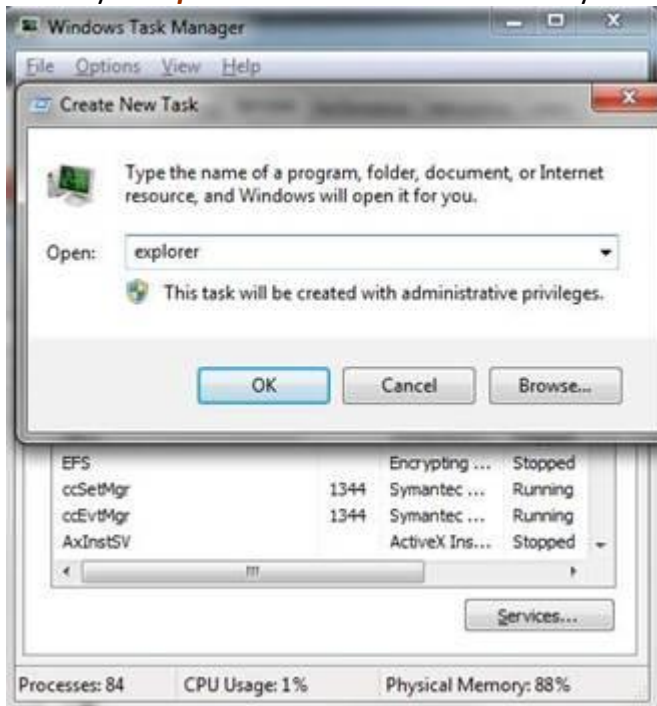
1. Windows Log:

1.1. Press “Ctrl” + “Shift” and “Esc” to call **Windows Task Manager**.

1.2. In **Windows Task Manager**, click **File** and then select **New Task (Run...)**



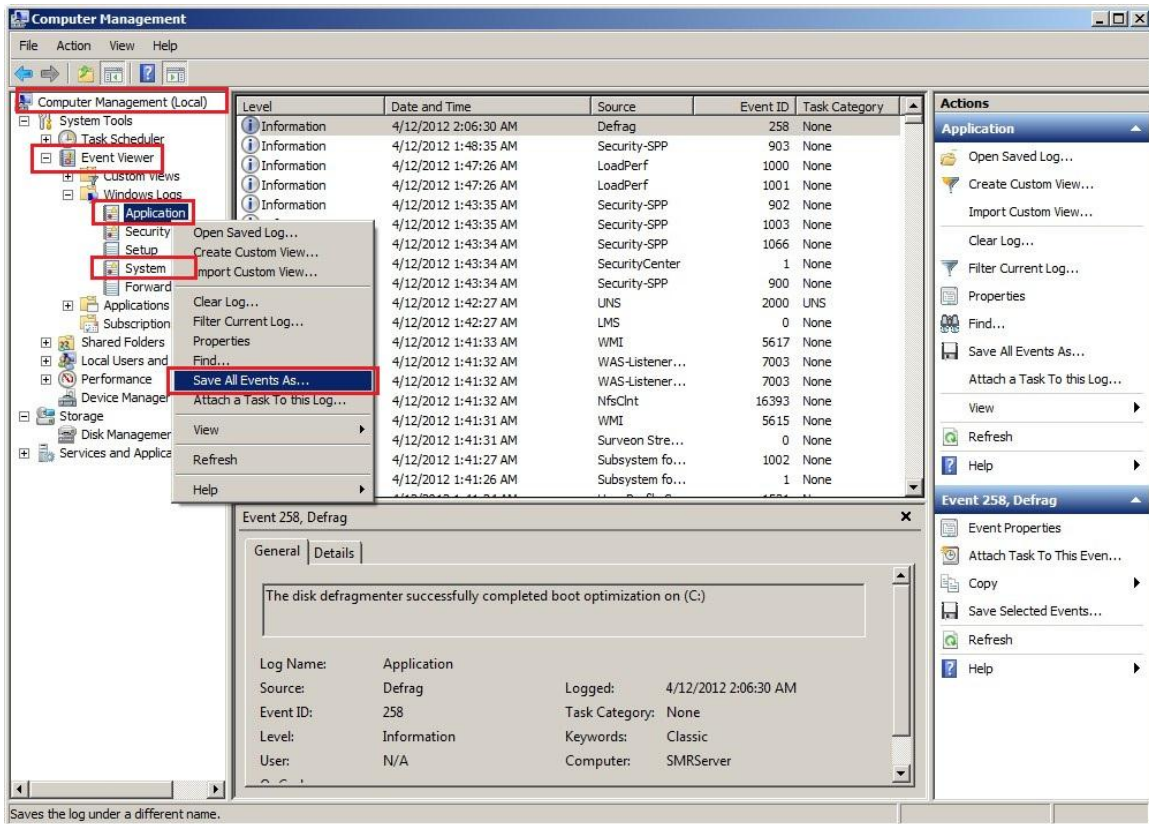
1.3. Key in **explorer** in Create New Task and you'll see Windows folder.



1.4. Select **Desktop**, right click **Computer**, select **Manage**,



1.5. At **Computer Management > System Tools > Event Viewer > Windows Logs > Applications**, right click **Application**, select **Save All Events As...** ,
at **Computer Management > System Tools > Event Viewer > Windows Logs > System**, right click **System**, select **Save All Events As...**, and please kindly provide us this file,



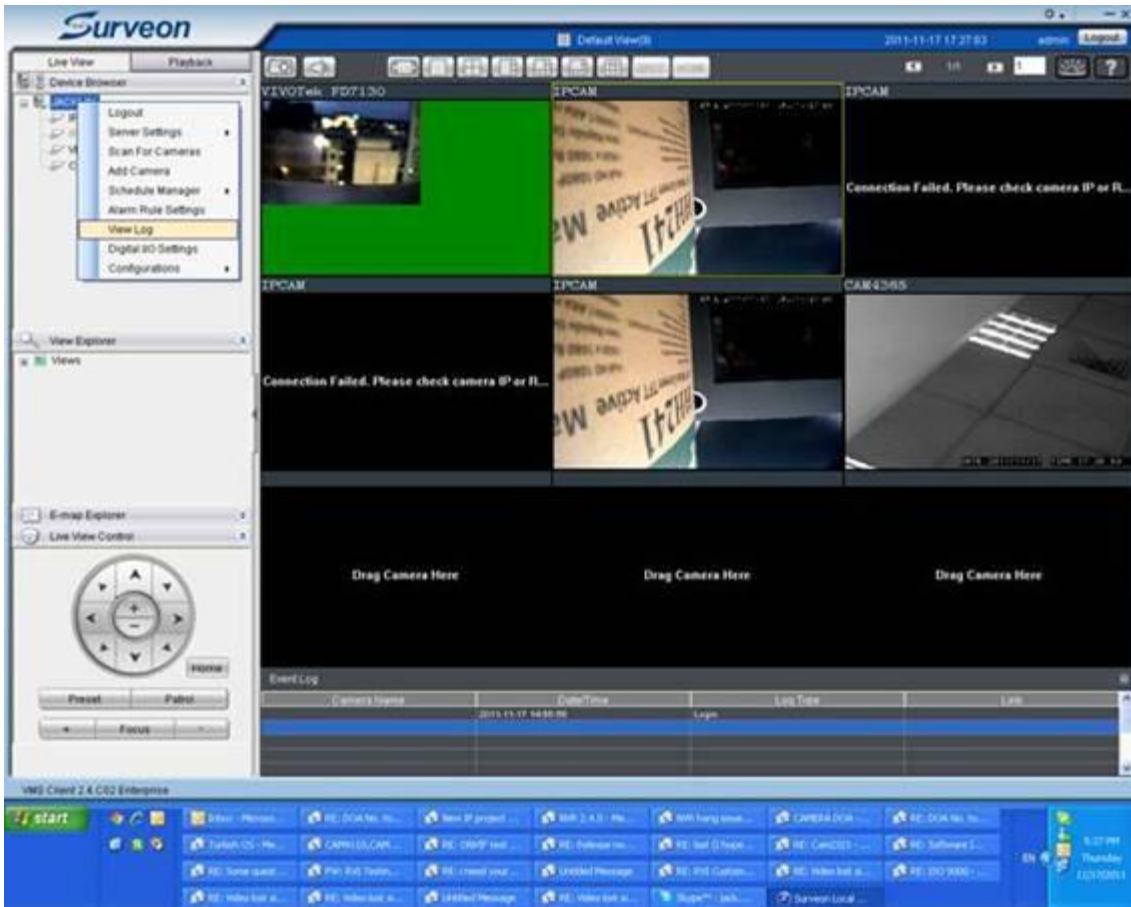
2. Windows file:

2.1. Please provide us E:\surveon_log\stream.db.

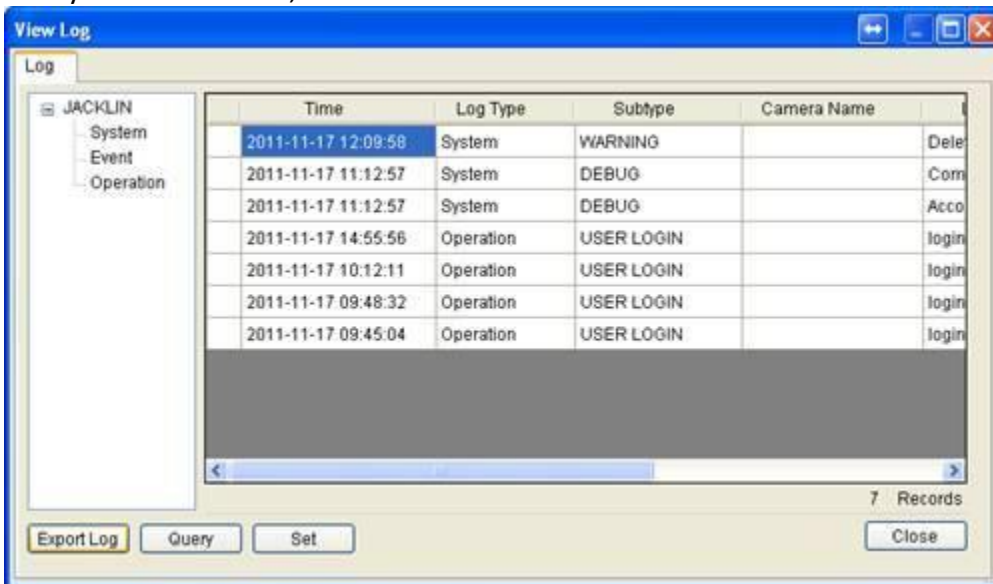
3. VMS log:

Please provide us VMS log via,

3.1. **VMS Client > View Log,**



3.2. Click **Query**, select **Select Time**, and select time from an hour before issue occurred, till the time when this issue happened, click **Query**, and click **Export Log**, and please kindly send us this file,



The screenshot displays the Surveon VMS Client 2.4 interface. The main window is titled 'Default View(3)' and shows a multi-camera view. The top-left pane shows a 'Device Browser' with a tree view containing 'JACKLIN', 'VIVOTEK', and 'IPCAM'. The top-right pane shows a 'View Log' dialog box with a table of log entries. The table has columns for 'Time', 'Log Type', 'Subtype', and 'Log Contents'. The entries are as follows:

Time	Log Type	Subtype	Log Contents
2011-11-17 12:09:58	System	WARNING	Delete media files:2011...
2011-11-17 11:12:57	System	DEBUG	Communication module...
2011-11-17 11:12:57	System	DEBUG	Account module start su...
2011-11-17 14:55:56	Operation	USER LOGIN	login success
2011-11-17 10:12:11			
2011-11-17 09:48:32			
2011-11-17 09:45:04			

A 'Query Log' dialog box is overlaid on top of the 'View Log' dialog box. It has a 'Select Log' section with checkboxes for 'System', 'Event Type', and 'Operation', all of which are checked. Below this are dropdown menus for 'Module Name', 'Device Name', and 'Username', all set to 'ALL'. The 'Select Log' section also has a 'Start Time' section with dropdowns for 'Date', 'Hour', and 'Minute(s)'. The 'Date' dropdown is set to '11/16/2011', 'Hour' to '15', and 'Minute(s)' to '00'. There are also dropdowns for '11/17/2011', '17', and '00'. At the bottom of the 'Query Log' dialog box, there are two radio buttons: 'Date Only' and 'Select Time'. The 'Select Time' radio button is selected and highlighted with a red circle. A red arrow points from the 'View Log' dialog box to the 'Select Time' radio button. The background shows a multi-camera view with one camera displaying a 'Connection Failed. Please check camera IP or R...' message. The Windows taskbar at the bottom shows the 'start' button and various application icons. The system tray shows the date and time: '1:31 PM Thursday 11/17/2011'.