How to Debug Log Dump for NVR

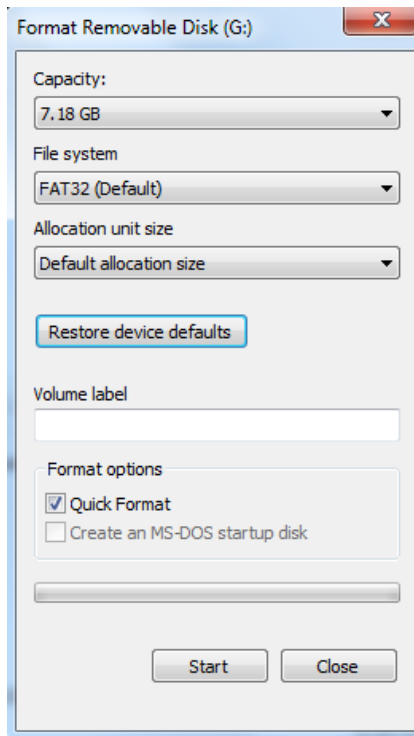**Application Notes**

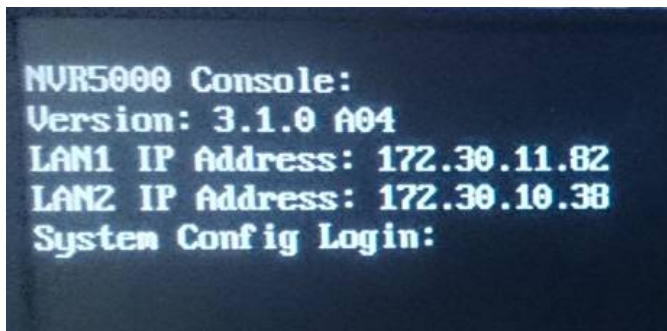**Version <1.0>**

Technical Support Team

Preface

This application note will guide user step by step how to debug log dump for NVR.

Steps

1. Format your USB drive.

2. Select "FAT32" and "Restore device defaults" to format it.

3. Insert your USB drive in NVR.

4. Press "Ctrl + Shift + C" to console mode and login. (Default ID/Password is admin/admin)

5. Select "6: 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_
```

6. Select "2: 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_
```

7. The system will show the following message and check your USB drive. 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..._
```

8. After finishing the process, it will show "success" information and press "Enter" to exit.

```
/var/log/vms/01/vitask.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/
/tmp/smr4l.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...
```

9. Unplug your USB drive from NVR and insert it into your computer. Confirm "Debug Log Dump" file is successfully retrieved and then send it to Surveon technical support team.