

## 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..

Format Removable Disk (G:)
Capacity:
7.18 GB 🔹
File system
FAT32 (Default) 🔹
Allocation unit size
Default allocation size 🔹
Restore device defaults Volume label
Format options Quick Format Create an MS-DOS startup disk
Start Close

- 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".



■ Select "2" to "Debug Log Dump".



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





After the process finished, it will popup "success" information and

press "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.

Computer > Removat	le Disk (G:)			
Organize 🔻 📄 Open Burn	New folder			
🔆 Favorites	Name	Date modified	Туре	Size
Nesktop	smr_logdump_20520601114717.dmp	6/1/2016 11:47 AM	DMP File	2,792 KB
🗼 Downloads 🗐 Recent Places				
Call Libraries				
J Music				
📄 Pictures 📑 Videos				
n Homegroup				
🖳 Computer				
🚢 Local Disk (C:)				
👝 Local Disk (D:)				
👝 Removable Disk (F:)				
🚗 Removable Disk (G:)				



## 2. Export VMS log from Local Client

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

Format Removable Disk (G:)
Capacity:
7.18 GB 🔹
File system
FAT32 (Default)
Allocation unit size
Default allocation size
Restore device defaults Volume label
Format options Quick Format Create an MS-DOS startup disk
Start Close

- Insert the USB drive in NVR/SMR.



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#### ■ Press "Query".

View Log								
	Time	Log Type	Subtype	Camera Name	Log Cor			
⊕ {All	2016-08-02 15	System	WARNING		Delete media files:2016-07-17 07:0			
	2016-08-02 15	System	WARNING		Delete media files:2016-07-17 06:0			
	2016-08-02 14	System	WARNING		Delete media files:2016-07-17 05:0			
	2016-08-02 14	Event	VIDEO RESU	CAM3471M	Video Recover Happened[4]			
	2016-08-02 14	Event	VIDEO LOSS	CAM3471M	Video Loss Happened[4]			
	2016-08-02 13	System	WARNING		Delete media files:2016-07-17 04:0			
	2016-08-02 13	System	WARNING		Delete media files:2016-07-17 03:0			
	2016-08-02 12	System	WARNING		Delete media files:2016-07-17 02:0			
	2016-08-02 12	System	WARNING		Delete media files:2016-07-17 01:0			
	2016-08-02 12	Event	VIDEO RESU	CAM3471M	Video Recover Happened[4]			
	2016-08-02 12	Event	VIDEO LOSS	CAM3471M	Video Loss Happened[4]			
	2016-08-02 11	System	WARNING		Delete media files:2016-07-17 00:0			
	2016-08-02 09	Event	VIDEO RESU	CAM3471M	Video Recover Happened[4]			
	2016-08-02 09	System	WARNING		Delete media files:2016-07-16 20:0			
					36 Record			
Export Log Que	ary							
					Close			

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

			Que	ry Log					×
System	ALL			V	Module N	lame	ALL	1	
Event Type	ALL				Device N	lame	ALL	•	
<ul> <li>Operation</li> </ul>	ALL			•	Usernam	e	ALL		
Select Log				1.7					
Start Time	ł	Hour		Minute					
08-02-2016	•	00	•	00		T			
то	,	Hour		Minute			Date Only		
08-02-2016	T	00	•	00		•	Select Time		
							Query	Cancel	



	Time	Log Type	Subtype	Camera Name	Log
- All	2016-08-01 03:20:42	Event	VIDEO LOSS	CAM3471M	Video Loss Happened[4]
	2016-08-02 15:42:29	System	WARNING		Delete media files:2016-07-17
	2016-08-02 14:14:38	Event	VIDEO RESU	CAM3471M	Video Recover Happened[4]
	2016-08-02 00:26:34	System	WARNING		Delete media files:2016-07-16
	2016-08-02 12:45:30	System	WARNING		Delete media files:2016-07-17
	2016-08-02 14:31:03	System	WARNING		Delete media files:2016-07-17
	2016-08-02 13:55:23	System	WARNING		Delete media files:2016-07-17
	2016-08-02 13:20:10	System	WARNING		Delete media files:2016-07-17
	2016-08-02 12:06:40	Event	VIDEO RESU	CAM3471M	Video Recover Happened[4]
	2016-08-02 14:12:02	Event	VIDEO LOSS	CAM3471M	Video Loss Happened[4]
	2016-08-02 10:58:44	System	WARNING		Delete media files:2016-07-16
	2016-08-02 12:10:37	System	WARNING		Delete media files:2016-07-17
	2016-08-02 11:34:24	System	WARNING		Delete media files:2016-07-17
	2016-08-02 09:59:33	Event	VIDEO RESU	CAM3471M	Video Recover Happened[4]
	<u> </u>				90 Rec
Export Log	Query				

■ 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.

and the second s	
Computer + Removable Disk (Fi)	
Organize  Share with  Burn New folder	88 • 🔂 <b>0</b>
🔆 Favorites	
E Desktop	
😹 Downloads	
1 Recent Places	
Ta Libraries	
Documents	
A Music	
Pictures -	
Videos	
ng Homegroup	
The Computer	
Local Bick (C)	
- Local Dick (Dr)	
Removable Disk (F:)	
🐝 Network 👻	
1 item	
*	



#### 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.

Format Removable Disk (G:)
Capacity:
7.18 GB 🔹
File system
FAT32 (Default)
Allocation unit size
Default allocation size 🔹
Restore device defaults
Format options          Image: Constant option of the second start option option of the second start option
Start Close

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



Surveon								
Live View	Playback	Setup						
Device Browser								
		<b>Q</b> Group						
🖃 🗄 Default (	Group							
	Logout							
	Server Setti	nas 🕨						
6	Scan For Ca	ameras						
	Add Camer	a						
	Schedule M	anager 🕨						
	Alarm Rule	Settings						
	View Log							
	I/O Central I	Panel						
E-map	Configuratio	on 🕨						

■ Press "Query".

View Lo	og					
Log	Counting					
	NVR3308	М	ark Time	Log Type	Subtype	Camera Name 🔺
	System		2016-08-01 10:27:2	23 System	System Error	
	Operation		2016-08-01 09:43:0	07 System	System Error	
	oportation		2016-08-01 09:39:5	6 System	System Error	
			2016-08-01 09:39:4	1 System	System Error	
			2016-08-01 09:39:4	0 System	Warning	
			2016-08-01 09:39:3	6 System	System Error	
			2016-08-01 09:39:3	31 System	System Error	
			2016-08-01 09:39:2	25 System	System Error	
		•	0046 00 04 00-20-2	14 Ountom	Quatern Error	
						84 Record
Exc	ort Loa Qu	ierv	Set			
						Close

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



)uery Log	-	1 ma		1.12.12		Suffiger .	X
<ul><li>System</li><li>Event Type</li><li>Operation</li></ul>	All		• •	Module Na Device Na Username	me	All All All	•
Select Log Start Time		Hour		Minute(s)			
2016/ 8/ 1 To 2016/ 8/ 1		00 Hour 23	* *	00 Minute(s) 59	* *	<ul> <li>Date Only</li> <li>Select Time</li> </ul>	
					(	Query Cano	cel

VMS Remote client is loading NVR/SMR log.

L	Loading Information. Please Wait					
			11			

- View Log Log Counting ... NVR3308 Mark Log Type Camera Name 🔺 Time Subtype System 2016-08-01 10:27:23 System System Error Event 2016-08-01 09:43:07 System System Error - Operation 2016-08-01 09:39:56 System System Error 2016-08-01 09:39:41 System System Error 2016-08-01 09:39:40 Warning System 2016-08-01 09:39:36 System Error System 2016-08-01 09:39:31 System Error System 2016-08-01 09:39:25 System System Error 0046 00 04 00-20-24 III Quatam Error Ountern 4 84 Record Export Log Query Set Close
- After finished, pressing "Export Log" to export it.



■ Select your USB drive, type file name, and press "Save" to save this log.

Save As			×
Computer   Removable Disk (F:)	<b>- - - ↓ + j</b>	Search Removable Disk (F:	<b>,</b>
Organize 🔻 New folder		!≡ ▼	0
Documents Name Name Videos	Dat No items match your s	te modified Type search.	
<ul> <li>✓ Homegroup</li> <li>■ Computer</li> <li>▲ Local Disk (C:)</li> <li>→ Local Disk (D:)</li> </ul>			
Removable Disk	III		4
File name: VMS Save as type: log			•
🔿 Hide Folders		Save Can	<b>cel</b>

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

