

# How to run the LNLDIAG utility and upload to FTP for use by Technical Support

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## Procedure Steps

The LNLDIAG utility collects the Lenel OnGuard logs and setup files, adds the files to a .ZIP archive, and saves the .ZIP file to a designated location. Perform these steps:

1. Select **Start > Run** from the Start menu (in Windows 7 or Server 2008, click [Start] and then use the Search bar).
2. In the Run dialog (or Search bar), type **lnldiag** and then click [OK] or [Run] or press .
3. The Lenel Diagnostics Utility Window appears. This window shows exactly what information is collected by the utility. Select the Output File location by clicking [Browse]. In the **Save As** dialog, select the Desktop as the location to save the file. In the **File Name** field, enter the desired file name. Technical Support recommends that you include your ticket number in the file name, for example: **11111\_logs.zip**.
4. Click [Save].
5. Click [OK].
6. When the utility finishes, a popup will inform you that the diagnostics file is created.
7. Create a .ZIP file of the logs and setup files. Files uploaded to the FTP server must be archived into a .ZIP file. Do not upload unzipped folders containing files to the FTP server.
8. A link to the FTP folder will be sent to the VAR in a separate email
9. Drag or copy the .ZIP file you want to upload to the FTP window.
10. Allow the file to upload completely.

## Applies To

OnGuard (All versions)

## Additional Information

None

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