

Where are the logs located on a LenelS2 NVR?

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Question

Where are the logs located on a LenelS2 NVR (LNVR)?

Answer

For all Windows versions, LNVR logs are located in **C:\ProgramData\Lenel\LNVSuite\\Logs**, where <version> is the LNVR version. For example, **C:\ProgramData\Lenel\LNVSuite\7.8\Logs**.

Note: Logs are often found in Windows hidden folders. The first step, if you cannot find them, is to make sure you are showing hidden files, folders, and drives in the Windows Folder options.

Note: If there is an OnGuard component installed on the recorder (for example, a communication server or a video viewing client), the logs are moved to **C:\Program Files (x86)\OnGuard\Logs**.

Applies To

OnGuard (All Versions)

Additional Information

For instructions on how to collect all the logs in a zip file and provide them to LenelS2 Technical Support, view the article "How to run the LNLDIAG utility and upload to FTP for use by Technical Support".
