

Gathering Logs For Digital Video

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Gathering logs for Digital Video

Procedure Steps

Please gather the following information below from the OnGuard Client, Prism Server, Prism Client and LNVR system, so we may further assist you.

1) Launch Event Viewer.

- Expand Windows Logs.
- Click on **Application** and wait for window to populate.
 - o Right-click on **Application**.
 - o Choose **save all events as** (**NOTE:** Make sure to verify where the file is being saved).
 - o Enter file name of: TicketNumberDeviceApplication.
- Click on **System** and wait for window to populate.
 - o Right-click on **System**.
 - o Choose **save all events as** (**NOTE:** Make sure to verify where the file is being saved).
 - o Enter file name of: TicketNumberDeviceSystem

2) Launch **LNLDIAG.exe** as an Administrator

- Click the **Browse** button.
- Create a file name of: TicketNumberDeviceLNDIAG.
- Click the **Save** button (**NOTE:** Make sure to verify where the file is being saved).
- The Output file field should populate the path and file name.
- Click the **OK** button. The file is created after several minutes.

Applies To

OnGuard

Prism
LNVR

Additional Information

None
