

## How to collect Diagnosis Information?

### Answer:

Diagnosis information includes logs and system configurations. You can export diagnosis information to your PC.

Note: Diagnosis information is exported to the local folder in form of a compressed file. You need to decompress the file using a tool such as WinRAR and then open the file using a text editor.

### Collect diagnosis info from IPC

1. Click **Setup > System > Maintenance**.



The screenshot shows a dialog box titled "Diagnosis Info". Inside the dialog, there is a text input field labeled "Export Diagnosis Info" followed by a "Browse..." button. Below this, there is a checked checkbox labeled "Collect Image Debugging Info" followed by an "Export" button.

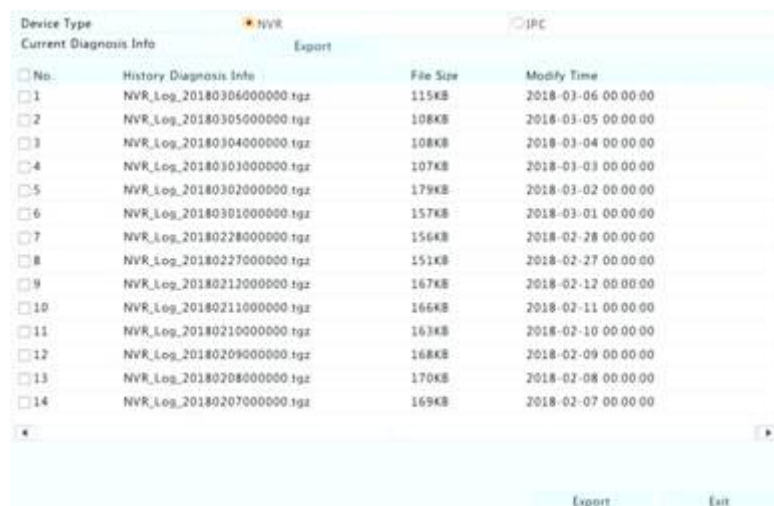
2. In the **Diagnosis Info** area, click **Browse** to set the destination and then click **Export**.

Note: By selecting **Collect Image Debugging** Info, you can display video with debugging information at the same time, which makes troubleshooting easier.

## Collect diagnosis info from NVR

Note: The device can save diagnosis info for 14 days and will overwrite the oldest when space is full.

1. Click **Maintain > History Diagnosis Info**.



The screenshot shows a web interface for 'History Diagnosis Info'. At the top, there are radio buttons for 'NVR' (selected) and 'IPC'. Below this is a table with columns: 'No.', 'History Diagnosis Info', 'File Size', and 'Modify Time'. The table contains 14 rows of log entries. At the bottom of the table, there are 'Export' and 'Exit' buttons.

No.	History Diagnosis Info	File Size	Modify Time
1	NVR_Log_20180306000000.1gz	115KB	2018-03-06 00:00:00
2	NVR_Log_20180305000000.1gz	108KB	2018-03-05 00:00:00
3	NVR_Log_20180304000000.1gz	108KB	2018-03-04 00:00:00
4	NVR_Log_20180303000000.1gz	107KB	2018-03-03 00:00:00
5	NVR_Log_20180302000000.1gz	179KB	2018-03-02 00:00:00
6	NVR_Log_20180301000000.1gz	157KB	2018-03-01 00:00:00
7	NVR_Log_20180228000000.1gz	156KB	2018-02-28 00:00:00
8	NVR_Log_20180227000000.1gz	151KB	2018-02-27 00:00:00
9	NVR_Log_20180212000000.1gz	167KB	2018-02-12 00:00:00
10	NVR_Log_20180211000000.1gz	166KB	2018-02-11 00:00:00
11	NVR_Log_20180210000000.1gz	163KB	2018-02-10 00:00:00
12	NVR_Log_20180209000000.1gz	168KB	2018-02-09 00:00:00
13	NVR_Log_20180208000000.1gz	170KB	2018-02-08 00:00:00
14	NVR_Log_20180207000000.1gz	169KB	2018-02-07 00:00:00

2. Select a device type:

Export at the bottom. To export current diagnosis info, click **Export** right to **Current Diagnosis Info**.

IPC: For IPC, history diagnosis info is generated at 00:05 every day. Select channels and then click **Export** at the bottom. To export current diagnosis info, click **Export** right to **Current Diagnosis Info**.

Note: For IPC, diagnosis info is recorded based on channel, which means, if an IPC is added to multiple channels, all the channels will record diagnosis info for the IPC.

### TAGS:

Diagnosis information, logs, system configurations, system maintenance, collect image debugging info, troubleshooting, history diagnosis info, current diagnosis info



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