

Where are the logs located on a Lenel NVR?

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Question

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Answer

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.

- For Server 2003/Windows XP machines, the default path for the logs will be:
C:\Documents and Settings\All Users\Application Data\Lenel\LNVSuite\Logs
- For Server 2008/Windows 7 machines, the path will be:
C:\ProgramData\Lenel\LNVSuite\Logs

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:

- For 32-bit systems, the default path for the logs will be:
C:\Program Files\OnGuard\Logs
- For 64-bit systems, the path will be:
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 Lenel Technical Support, visit article "How to run the LNLDIAG utility and upload to FTP for use by Technical Support"
