

# 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

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