

# How to obtain information about LDVR using SpDiag.exe

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How to obtain detailed information about the LDVR using SpDiag.exe

## Procedure Steps

The information generated by the Spider Diagnostic application (**SpDiag.exe**) is often requested by Technical Support and useful for determining whether the firmware and Windows components are the correct version. This application is included as a part of the LDVR firmware (7.11 or later).

- 1) Navigate to the program installation directory on the LDVR, by default this is: **C:\Program Files\Lenel Systems\LDVR**.
- 2) Run **SpDiag.exe**. The application will display information for all module versions and settings.
- 3) Save the diagnostics information to a text file for later reference or to send to Technical Support.

## Applies To

LDVR (7.11 or later)

## Additional Information

None

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