

# How to collect logs from a NetDVMS DVR

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## Procedure Steps

The logs for this recorder are found in the following location: **c:\Program Files\OnSSI\NetDVMS**.

When providing logs, find the files below and copy them to a new folder. Name the folder with the ticket number.

- Recordingserver.log
- ISlog.log (will also have the date in its name in the YYYYMMDD format)
- Survpro2.ini

Compress the folder into a ZIP archive file, and then provide the ZIP file to the Technical Support Group.

## Applies To

NetDVMS

## Additional Information

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