

How to Export a Uniview Camera's Diagnosis Info?



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Description

Note: This method is applicable to most scenarios. If the method cannot solve your problem, it is recommended to consult our Tech Support Team. <u>https://global.uniview.com/Support/Service_Hotline/</u>

Operating Steps

Export the diagnosis info from the camera's web interface.

Step 1 Log into the camera's web interface.

Step 2 The diagnosis info of the camera can be exported under:

Setup>System>Maintenance>Maintenance.

| Common | Maintenance Network | Diagnosis | |
|---------------|-------------------------------|--|--|
| Network | Software Upgrade | | |
| Video & Audio | Local Upgrade | | Browse Upgrade Upgrade Boot Progra |
| Image | Cloud Upgrade | Detect | |
| Intelligent | Note: The upgrade will take a | a while. Please do not disconnect power. | |
| Events | Config Management | | |
| Storage | Default | Restore all settings to defaults without keeping current network a | and user settings. |
| Sacurity | Importing | | Browse Import |
| security | Exporting | | Browse Export |
| System | Diagnosis Info | | |
| Time | Export Diagnosis Info | | Browse Export |
| ▶ Maintenance | Collect Image Debugging In | nfo | |
| Log | Device Restart | | |
| | Restart | Restart device | |

Note:

1. You can click **Browse** to set up the path that you want to save the diagnosis info to and then click **Export**.

2. It is recommended to check **Collect Image Debugging Info** if the issue is related to image quality of the camera.

Export from the NVR which the camera is added to.

Web UI Guide

Step 1 Log into the web interface of the NVR

Step 2 The diagnosis info of the camera can be exported under:

Setup>Maintenance>Maintenance>Diagnosis Info>IPC



Select the camera you want to export the diagnosis and then click **Export** to export the current diagnosis info or check the history diagnosis info below in the list and click **Batch Export** to get them.

| unv | | 🖷 Live View 🔳 Playback 🔮 | Setup 🛃 Smart | | |
|------------------|---|-------------------------------------|---------------------------------------|-----------|--------------------|
| Client | ٧ | Maintenance Diagnosis Inf | • • • • • • • • • • • • • • • • • • • | | |
| System | v | | | | |
| Camera | | Device Type ONVR IPC | | | |
| Storage | | Select Channel D1 | • | | |
| | | Current Diagnosis Info Export | | | |
| Alarm | | History Diagnosis Info Batch Export | | | |
| Alert | V | | | | |
| Network | v | No. | History Diagnosis Info | File Size | Modify Time |
| Platform | | D 1 | IPC_Log_Ch1_20230809235900.tgz | 117168 | 2023-08-10 00:05:0 |
| | | 2 | IPC_Log_CH1_20230807235900.1gz | 2048KB | 2023-08-08 00:05:0 |
| lser | V | а з | IPC_Log_Ch1_20230806235900.tgz | 2154KB | 2023-08-07 00:05:0 |
| faintenance | • | 0 4 | IPC_Log_Ch11_20230805235900.1gz | 2146KB | 2023-08-05 00:050 |
| Network Info | | 5 | IPC_Log_Ch11_20230804235900.tgz | 2078KB | 2023-08-05-00:050 |
| Log | | 6 | IPC_Log_Ch11_20230803235900.tgz | 5053KB | 2023-08-04 00:05:0 |
| HDD | | | | | |
| Online User | | | | | |
| Camera | | | | | |
| Recording | | | | | |
| P Maintenance | | | | | |
| Des CE d. C.R. 4 | | | | | |

NVR's GUI/Console Guide

Upgrade

Step 1 Plug a **USB flash drive** (FAT32 file type) into the **USB port** on the NVR's **front** or rear panel.

Step 2 The diagnosis info of the camera can be exported under:

Menu>Maintain>Backup>Diagnosis Info>IPC

Step 1 Select the camera you want to export the diagnosis and then click **Export** to export the current diagnosis info or check the history diagnosis info below in the list and click **Batch Export**.

| | | | Maintenance | | |
|--------------|----------------|---------------------------|---------------------------------|-----------|---------------------|
| | SystemInfo | | Diagnosis Info | | |
| Camera | Network Info | Device Type Select Cam | e ONVR OIPC era D2 · | | |
| \odot | Log | | History Diagnosis Info | Eile Size | Modify Time |
| VCA. | System Back | 01 | IPC_Log_Chi2_20230223235900.tgz | 1851KB | 2023-02-24 00:05:00 |
| | Restore | 2 | IPC_Log_Chi2_20230222235900.tgz | 1763KB | 2023-02-23 00:05:00 |
| Network | | C 3 | IPC_Log_Chl2_20230215235901.tgz | 1563KB | 2023-02-16 00:05:01 |
| ~ | Auto-Function | 04 | IPC_Log_Chi2_20230214235901.tgz | 1563KB | 2023-02-15 00:05:01 |
| { <u>0</u> } | System Upgr | C 5 | IPC_Log_Chi2_20230213235901.tgz | 1605KB | 2023-02-14 00:05:01 |
| | | C 6 | IPC_Log_Chl2_20230210235900.tgz | 1448KB | 2023-02-11 00:05:00 |
| বি | HDD | 07 | IPC_Log_Chl2_20230209235900.tgz | 441KB | 2023-02-10 00:05:00 |
| Backup | Privacy Policy | 8 | IPC_Log_Chl2_20230207235901.tgz | 412KB | 2023-02-08 00:05:01 |
| | Open Source | | | | |
| Storage | One-Click Co | | | | |
| Alarm | | | | | |
| Naintena | | | | | |
| | | Backup | | | |

Step 2 Select a folder which you want to save the diagnosis info in the USB flash drive and then click **Backup** again to start the exporting task.



| Title: | How to Export a Uniview Camera's Diagnosis Info? | Version: | V1.1 |
|----------|--|----------|-----------|
| Product: | IPC | Date | 9/26/2023 |

Export from EZTools

Diagnosis information includes logs and system configurations. You can export diagnosis info of device(s) to PC through EZTools once the computer is connected to the same LAN and the camera can be found from EZTools.

EZTools 3.0

Export under Device Management>System Config>Maintenance>Diagnosis Info



Note: You can click *Browse* to set up the path that you want to save the diagnosis info to and then click *Export*.

EZTools 2.0

Step 1 Click Maintenance on the main menu.

Step 2 Log in to the device.

Step 3 Click the Maintenance button in the Operation column.

Step 4 Select the destination folder, and then click **Export**.

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|----------------|-----------------|------------------------|----------------|----------|-----------|
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| Maintenance (2 | 206.10.252.127) | | | | × |
| S.S.C.S.C. | | | | | |
| Diagnosi | s Info | | | | |
| Storage Pa | th | | | Expor | t |
| Config Ma | anagement | | | | |
| Import Se: | tings | | Ê | Impo | rt |
| Export Se: | tings | | l | Expor | t |
| | | | | | |

EZTools 1.0

Export diagnosis info of device(s) to a specified location. You need to log in first.

Step 1 Select the device(s) and then click **Maintenance** on the toolbar (see Toolbar). A dialog box is displayed.

| Maintenance | | | — ×- |
|--------------------------------|--|--------|-------------|
| Diagnosis Info Storage Path | E:/Tool Kit | Browse | Export |
| Config Management | | | |
| Import Settings | | Browse | Import |
| Export Settings | | Browse | Export |
| Note: Configuratio | n import will cause the device to restart. | | |

Step 2 Click Browse to select the destination folder.

Step 3 Click Export.