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.*
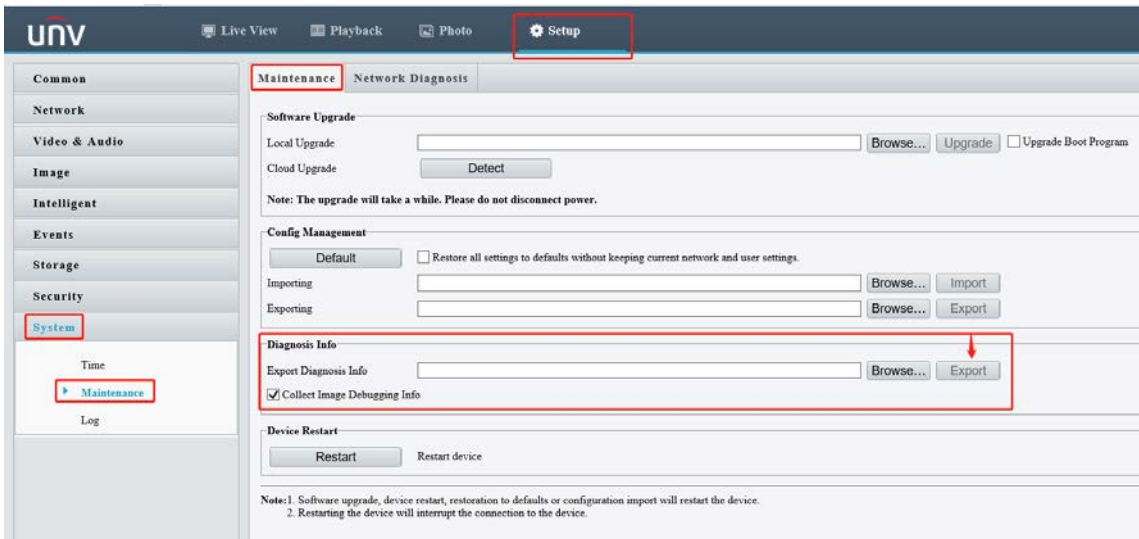https://global.uniview.com/Support/Service_Hotline/

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.**

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.*

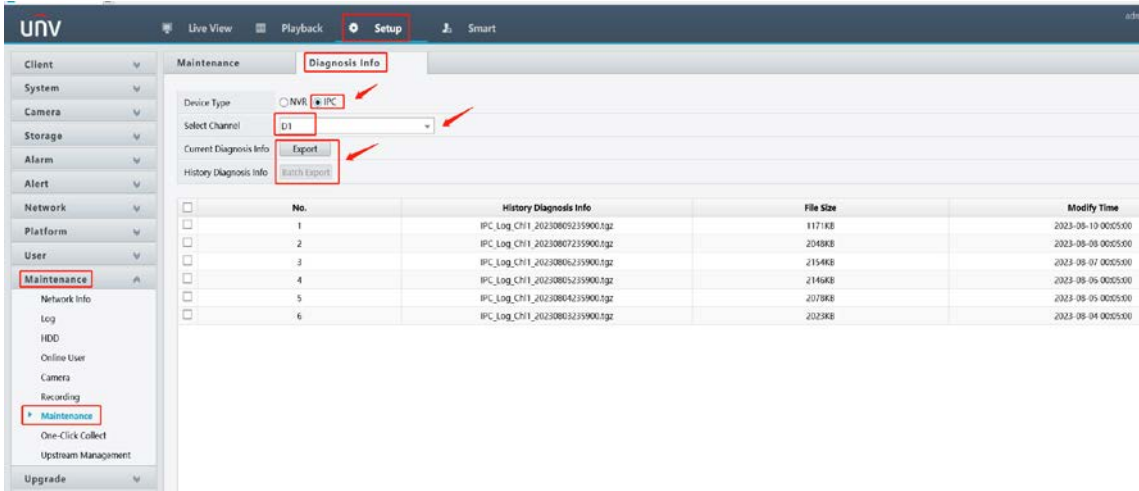**Export from the NVR which the camera is added to.**

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.
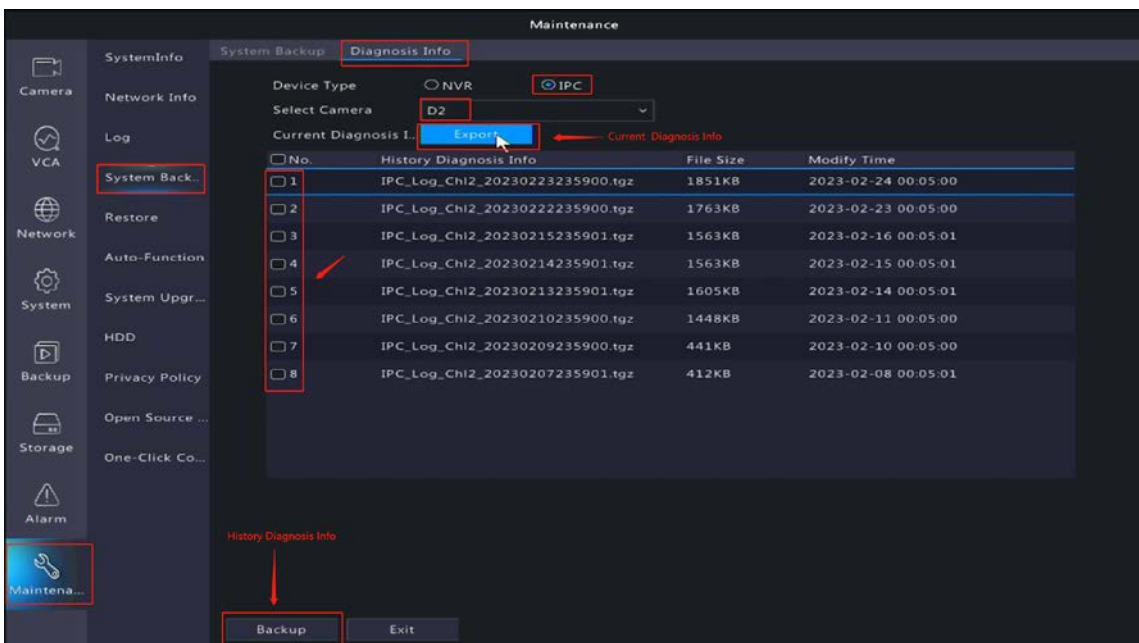

NVR's GUI/Console Guide

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**.

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.
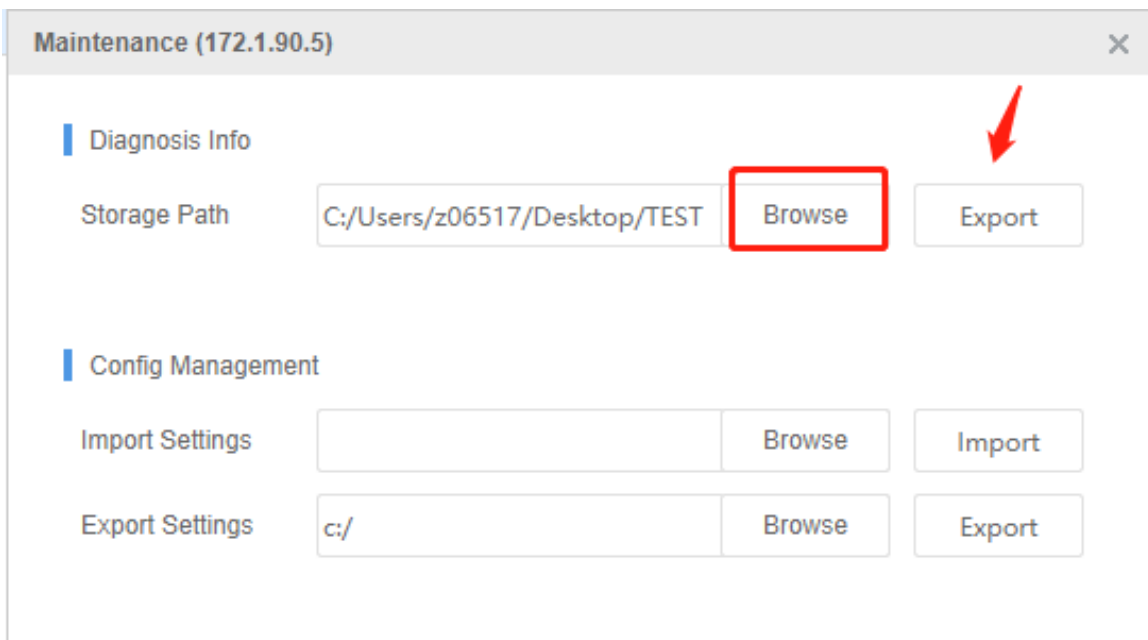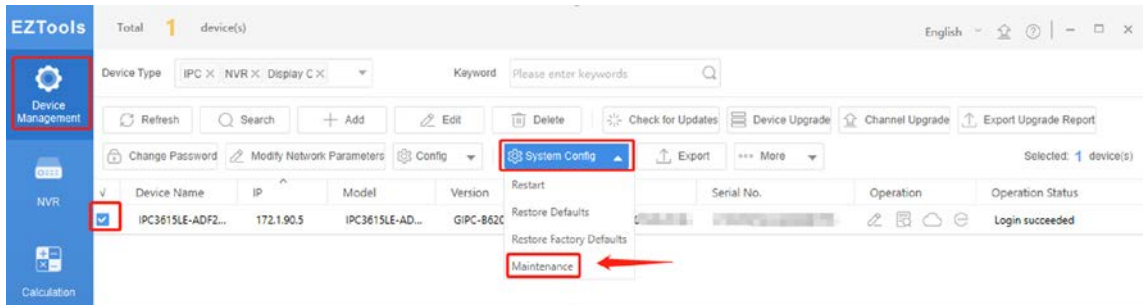
Export from EZTools

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.

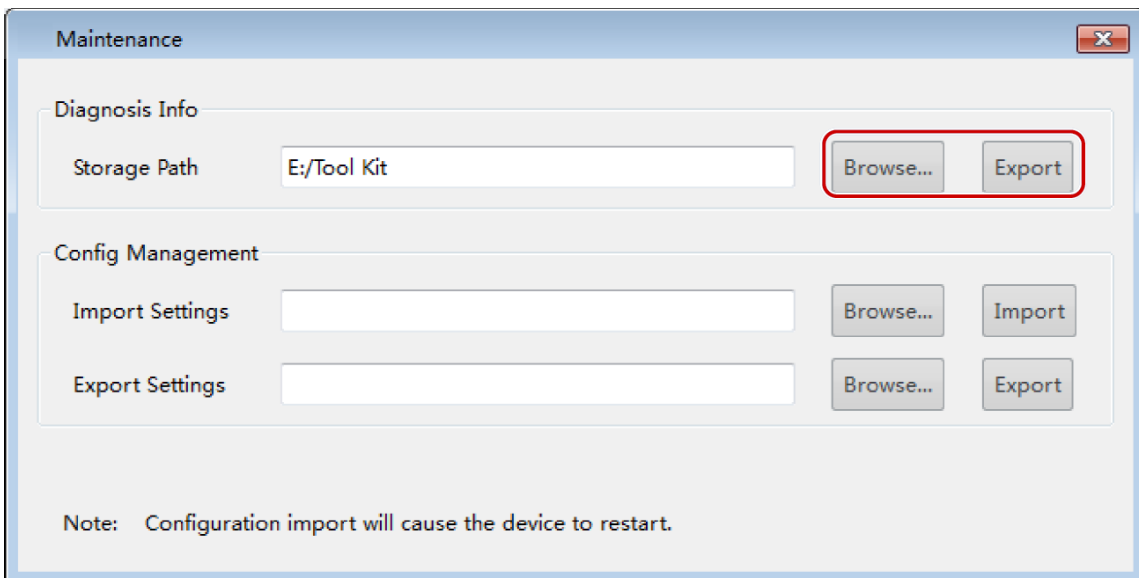**Step 4** Select the destination folder, and then click **Export**.

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

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.

Step 2 Click **Browse** to select the destination folder.

Step 3 Click **Export**.