

Collect Information for Issue Report

When you have a problem to report to GVD, the first thing to do is to collect some information about the problem. Then submit the information to GVD when reporting the problem online. Your preparation of such information makes it easier for GVD to analyze the problem and makes it faster for GVD to discover the root cause.

This document will guide you to the necessary actions for the said information collection.

Determine Issue Type & Required Info

The information needed for analysis varies depending on the issue type. GVD tabulates all issue types and the needed information as below to give you a clear view on this subject:

Issue Type \ Required Info	Video Issue	No Record or No Playback	Hardware Issues	Others
Product Name and Serial Number	√	√	√	√
Logs & Config Files	√	√		√
Snapshot or Recorded Video	√	√	√	√
Problem Reproduction	√	√	√	√
TeamViewer ID*	√	√		√
HDD Vendor, Model and Usage		√		√
Camera Model Name and Firmware	√			√
Camera Self-check	√			√

* It isn't necessarily to provide the TeamViewer ID. Only a few cases will require this one.

The following will further explicate each of the aforelisted **Required Info** for your issue report.

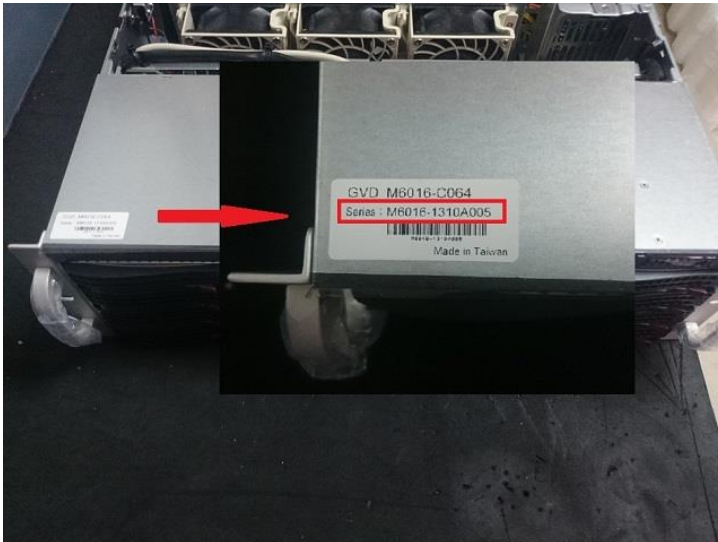


Product Name and Serial Number

This info means the serial number of the NVR that looks like: M6016-XXXXXXXX

Find the serial number label at:

1. The external and internal cases of the system.
2. The top of the system.



Logs & Config Files

This info means the NVR's logs and config files. To get this info:

For software version v2.5.0 and later versions, use the tool [collect info](#) to collect all the necessary log & config files from the system. Download the tool at:

[installed drive]\GVD\HD_NVR\bin\collect_info.vbs.

If the tool fails to collect the information, collect them manually by the paths below:

- For NVR/NVS Managers:

Find the config files at **[installed drive]\GVD\HD_NVR\config**

Find the logs at **[installed drive]\GVD\storage\[Primary Recording Drive]\GVD\HD_NVR\log**

When there is no storage volume, find the log at **[installed drive]\GVD\HD_NVR\log**

- For Control Workstation such as E100, E150...etc

Find the config files at **[Installed Drive]\GVD\Control Workstation\config**

Find the logs at **[Installed Drive]\GVD\Control Workstation\log**

- For the clients

Find the config files at **[Installed Drive]\GVD\HD_NVR_Client\config**

Find the logs at **[Installed Drive]\GVD\HD_NVR_Client\log**

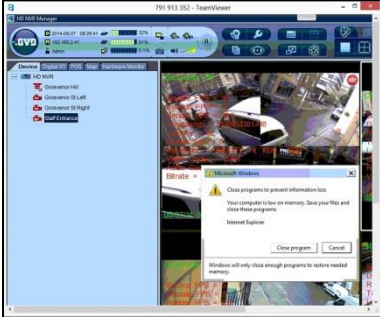
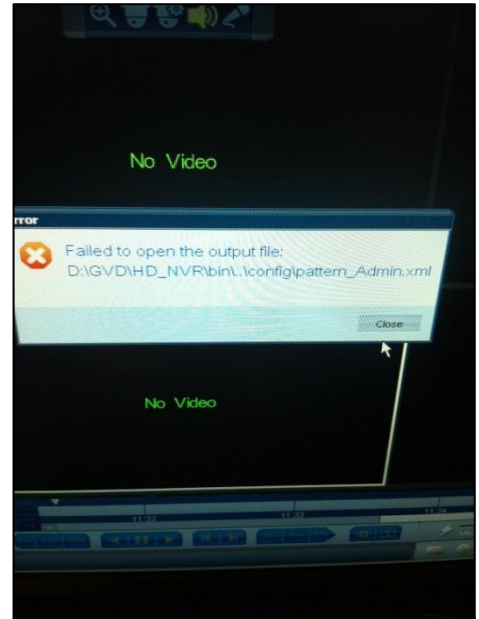
The logs & config files could be large. Compress them before uploading.



Snapshot or Recorded Video

Capture the screen of the **error message** or the **failure Image** such as the blue screen, error code or the screen of video lagging, chopping, not smooth...etc. Be sure to capture the video in question in *.AVA format for the issues such as image lagging or awkward PTZ control. See also [FAQ 546 “Export Video Clip for Analysis”](#).

The examples of snapshots:



Video Issue is always easier to be fixed with the snapshot and the channel info. Hit “F9” to enable the Display Mode to show channel info.



Problem Reproduction

“Problem reproduction” means to make a clear description of the date/time the problem occurred and how it occurred. Hereunder are the examples how you reproduce a problem:

Example 1:

I launched the software | went to **Configuration Mode | Add Camera | Manually Add** | selected the vendor and model of the camera | the error message came up and showed **“Failed to import cameras (code:GV_EC_DEVICEUNREACHABLE)”**

Example 2:

The whole NVR system just didn’t respond to my operation and the keyboard/mouse just didn’t work. I had to manually restart the NVR to fix the problem. Generally the system freezes twice a day. It froze the last time at 21:30 on 2013/10/7.

Better note the fail rate and the date/time of the problem.

TeamViewer ID

If remote support is required, provide your TeamViewer ID and password to GVD support. Run the TeamViewer on the NVR. (**Note this action needs you to connect the NVR to the Internet.**)



HDD Vendor, Model and Usage

This information looks like:

E.g. **Seagate ST2000NM0011**, from **2013/8~2014/7**

E.g. **Western Digital WD2000FYYZ**, from **2012/4~2013/6**

Camera Model Name and Firmware

This info is always accessible on the camera's profile page:

E.g.

The screenshot shows a web interface for an IP surveillance camera. The top header includes the 'VACRON' logo and the text 'IP surveillance'. A left sidebar contains navigation options like 'Live View', 'Status', 'Information', 'Settings', 'Video', 'Camera', 'Audio', 'Date Time', 'Network', 'DDNS', 'Network Protocol', 'Alarm', and 'Maintenance'. The main content area is titled 'Information' and contains several tables of data. A red box highlights the 'Camera' information table, and another red box highlights the 'Software Version' section in the bottom panel.

Information	
Camera	IPCAM
Model	VH Series
Uboot Version	U-Boot 1.1.4.2 (Jan 24 2013 - 14:08:17)
Kernel Version	#28 Thu Dec 13 08:57:51 CST 2012
Firmware Version	P100 3.2.14-B259 (2014/04/22 15:25:06)
IP	192.168.16.12
Netmask	255.255.255.0
Gateway	192.168.1.254
DNS	168.95.1.1
MAC	00:16:55:07:31:C0
1st HTTP Streaming URL	http://192.168.16.12/video0.m4v
2nd HTTP Streaming URL	http://192.168.16.12/video1.m4v
1st RTSP Streaming URL	rtsp://192.168.16.12/video0.sdp
2nd RTSP Streaming URL	rtsp://192.168.16.12/video1.sdp

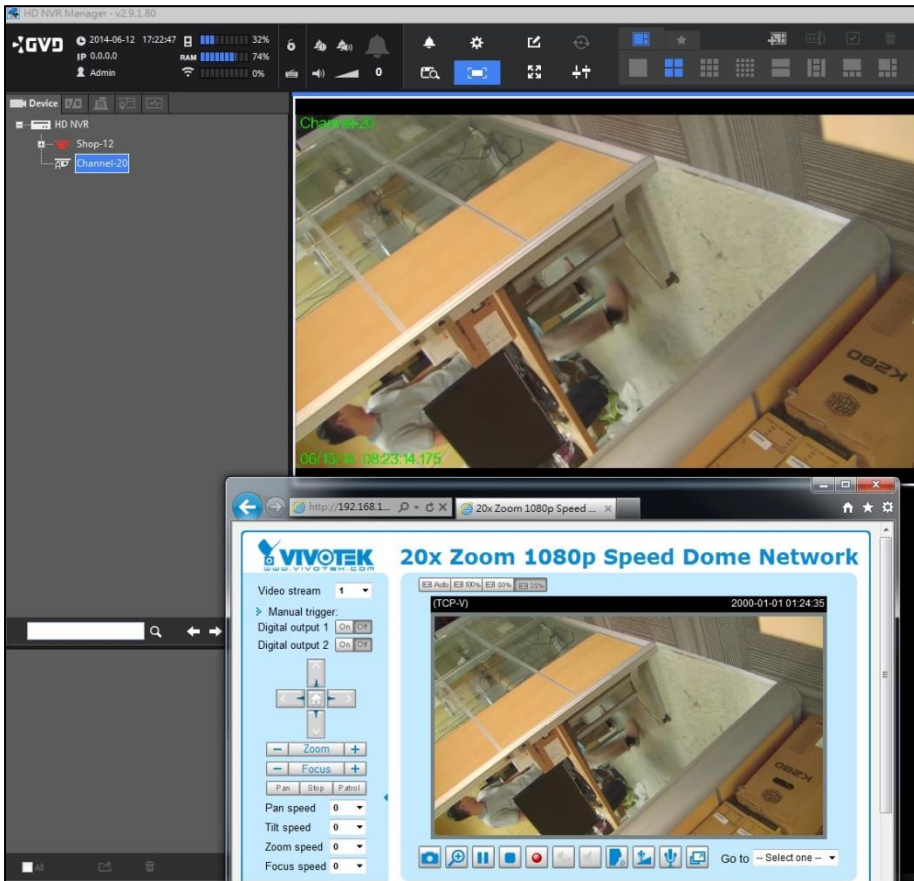
Software Version	
The software version is	gr20130726NSA
The onvif version is	V12.06
The camera running time is	2



Camera Self-check

Video issue usually needs clarifying the connection between the camera and the NVR. “Camera self-check” means that users do some check to the camera’s video quality by using a web browser.

E.g.



Terminology

It is quite often that an issue is reported with very vague description and sometimes misunderstanding. The following will show you some terms that often lead to misunderstanding of an issue, followed by the clarifications. These terms are often used when it comes to the stability type of issues.

- System hangs / System freezes

Describe the phenomenon with more details, like:

Is it the NVR or the Windows that is not responding?

Are the mouse and the keyboard still functioning?

What do you do to get the system back to normal again?

(Using Windows Task Manager to force the NVR to close, or hitting the hardware reset button to restart the system.....etc)

E.g. When I tried to use the NVR this morning, the system hangs, both the NVR & the Windows were not responding, and the mouse & keyboard were not working as well. I need to hit the hardware reset button to restart the system.

- System shutdown

Is it the NVR or the Windows that doesn't start?

What do you do to get the system back to normal again?

E.g. The system was completely shut down and powered off. I need to hit the power button to start the system again.

- System restarts

Is it the NVR or the Windows that restarts?

Can you login to the NVR after the restart?

E.g. When I checked the system today, the NVR stayed at the login panel and kept saying login failed.

- System crashes

What does it show when it crashes?

It is always recommended to take a snapshot of the crash.

- System upgrade

Some users may think "upgrade" is to change from one old NVR version to a new NVR version. But it's not totally true, see below for the difference:

It is NOT an upgrade if you uninstall the old version first then install the new version.

It is an upgrade if you install the new version directly without removing the old version.

