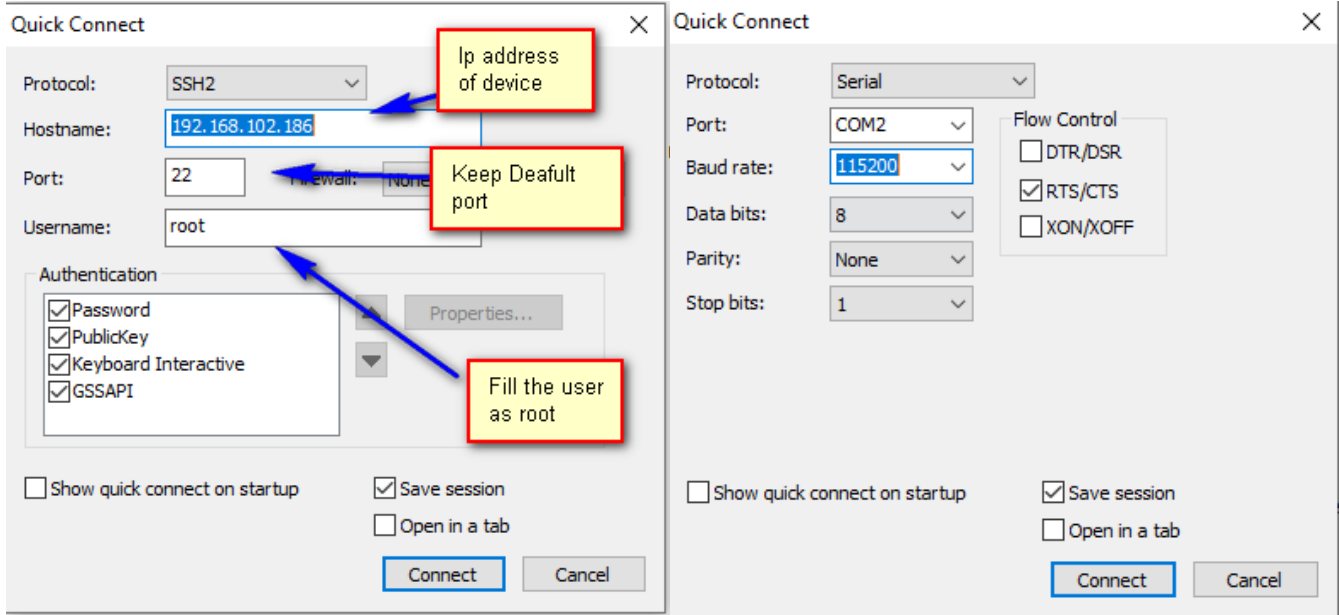# How to Test and collect log for Video Guard alarm
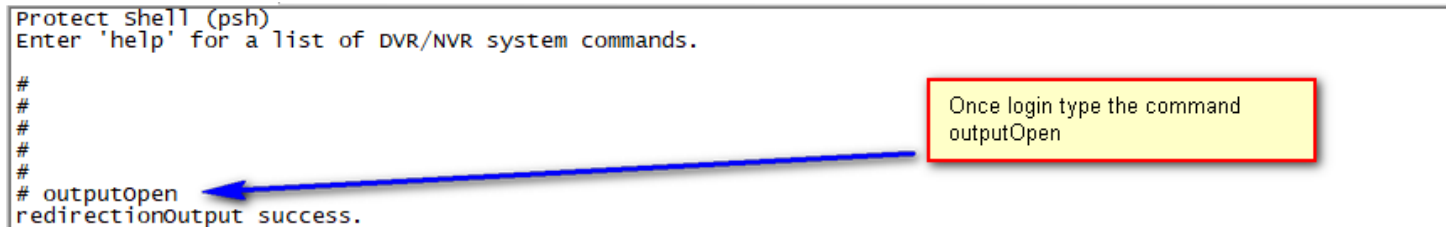
If the NVR /DVR fail to send alarm to VG, you can verify the alarm sent by device or not.

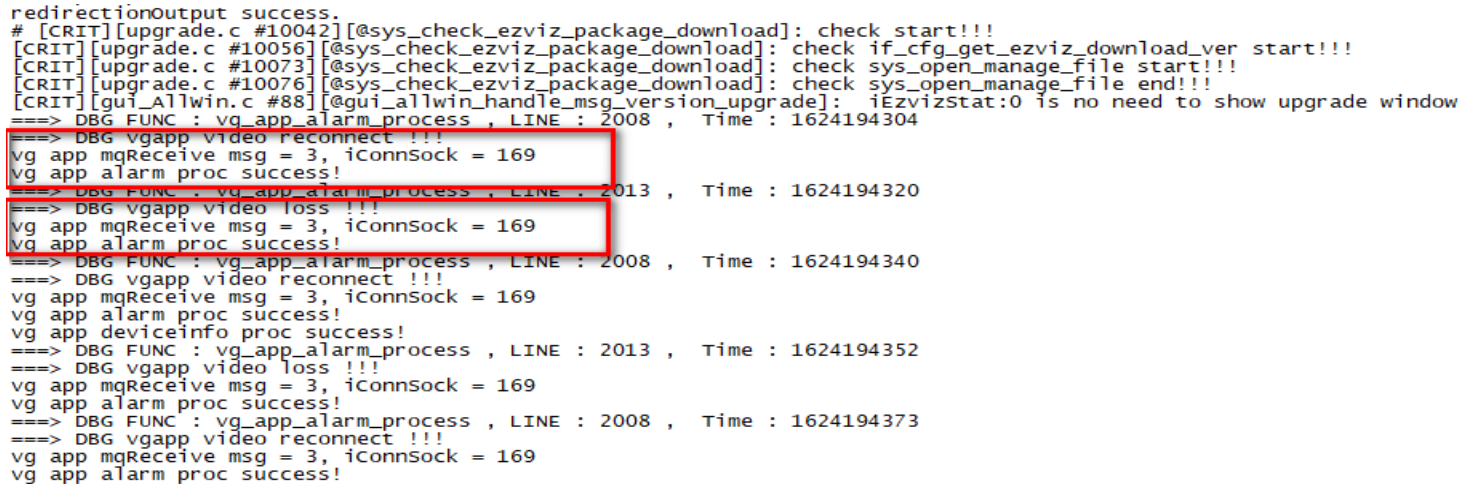**1, Need to use the SSH tool like secure CRT or Putty to verify.**

Login to Device using Secure CRT. Save the LOG.

Once login to NVR –Secure CRT.

We can see Video loss and Video Reconnect alarm sent successfully

```
redirectionOutput success.
# [CRIT][upgrade.c #10042][@sys_check_ezviz_package_download]: check start!!!
[CRIT][upgrade.c #10056][@sys_check_ezviz_package_download]: check if_cfg_get_ezviz_download_ver start!!!
[CRIT][upgrade.c #10073][@sys_check_ezviz_package_download]: check sys_open_manage_file start!!!
[CRIT][upgrade.c #10076][@sys_check_ezviz_package_download]: check sys_open_manage_file end!!!
[CRIT][gui_Allwin.c #88][@gui_allwin_handle_msg_version_upgrade]:   iEzvizStat:0 is no need to show upgrade window
===> DBG FUNC : vg_app_alarm_process , LINE : 2008 ,   Time : 1624194304
===> DBG vgapp video reconnect !!!
vg app mqReceive msg = 3, iConnSock = 169
vg app alarm proc success!
===> DBG FUNC : vg_app_alarm_process , LINE : 2013 ,   Time : 1624194320
===> DBG vgapp video loss !!!
vg app mqReceive msg = 3, iConnSock = 169
vg app alarm proc success!
===> DBG FUNC : vg_app_alarm_process , LINE : 2008 ,   Time : 1624194340
===> DBG vgapp video reconnect !!!
vg app mqReceive msg = 3, iConnSock = 169
vg app alarm proc success!
vg app deviceinfo proc success!
===> DBG FUNC : vg_app_alarm_process , LINE : 2013 ,   Time : 1624194352
===> DBG vgapp video loss !!!
vg app mqReceive msg = 3, iConnSock = 169
vg app alarm proc success!
===> DBG FUNC : vg_app_alarm_process , LINE : 2008 ,   Time : 1624194373
===> DBG vgapp video reconnect !!!
vg app mqReceive msg = 3, iConnSock = 169
vg app alarm proc success!
```

If VG connect success

```
================net_if_set_mtu ret.[0]
vg app mqReceive msg = 1, iConnSock = 169
vg app recv server OK!!!
```

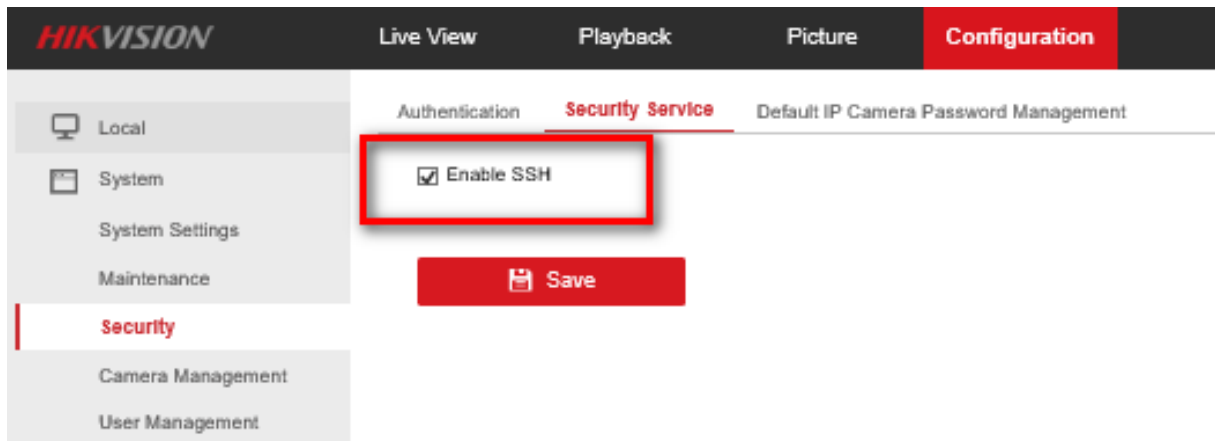**If VG fail to connect bcoz of any setting error.**

```
Adjust date/time from RTC.
stime start 1624194579
stime finish 1624194579
vg app recv server connect error [need : 12,  recv : 0, 0]
```

After checking please type below command to close

outputClose

```
# outputClose
redirectionOutputCancle success.
#
```

Open the SSH from below Menu or use serial cable to the device.

Firmware, which have latest build, which support **Capture Packet by USB Flash Drive.**

Attach a USB to NVR / DVR, Make sure USB is detected by device

Go to Configuration – Maintenance – Diagnose

Add IP of VG in the Filtering parameter

Select LAN interface where VG connected
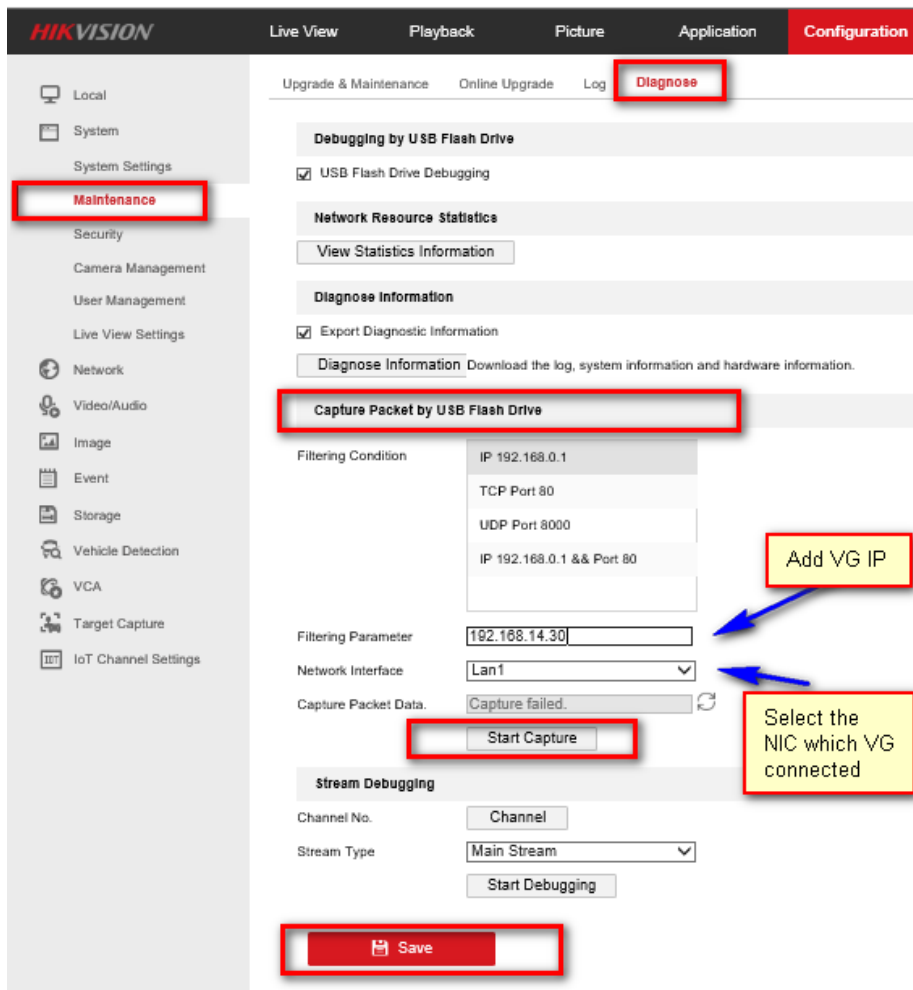
Click start Capture and Click SAVE. Once it start capture show YES.

Trigger all alarm. 1. Video Loss. 2. Video Reconnect. 3. HDD Full. 4. HDD Error.

For The Recorder Online, Offline not sent by device. Its generate from Heartbeat, So no configuration in device.

If USB not detect it, give below error

Note

No USB flash drive is detected.
Insert USB flash drive again.

Once All Alarm tested. Click SAVE, Click STOP capture and Click SAVE.

You will find similar File in USB, Please sent us to verify.

2021_07_13__07_48_57	7/13/2021 7:49 AM	Wireshark capture...	47,746 KB
2021_07_13__07_50_05	7/13/2021 7:50 AM	Wireshark capture...	6,590 KB