



VIDEO SERVER LOGS PROCEDURE

EVS VIDEO SERVER LOGS PROCEDURE

Prerequisites:

- Use our Web portal to enter a new issue, and fill out all fields required. Always indicate the client workstation (name, IP address, serial number).
- If the problem can be easily reproduced, it will be better to backup all logs, then flush the entire logs from “Tools” menu. Logs will be smaller and easier to analyze.
- Always indicate a timestamp when the error occurred and a print screen of the error. If the problem happened systematically please include with the logs a short Video showing the problem and steps to reproduce it.

How to collect logs:



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Video Servers:

To export logs from a Video Server, there are 2 ways. Using Video Server “Tools” menu or via “XNet Monitor” software.

1. How to save log file from the Video Server.

- ▣ Format one USB memory stick in FAT 16. USB Memory Stick maximum size should not exceed 4 GB.
- ▣ Plug the USB stick in the internal USB connector. The connector is present on the first board starting from the lower slot in the mainframe. As this connector is directly linked to the Server motherboard **it is very important** to avoid any electrostatic discharge when the stick is fitted. To avoid this problem please touch the mainframe first and then insert the Memory stick in the USB connector.





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- From the EVS *Multicam Startup* menu. Press F9 to access the “Tools” menu and select “E(x)port log files” validated by keying “Enter” from the PC keyboard.

```
Multicam Setup 11.01.74 XT2+ SN:14460
Configuration lines (ESC)
1. Custom
2. LSM 1REC 1PLAY
3. LSM 1REC 2PLAY
4. LSM 2REC 2PLAY
5. LSM 2REC 4PLAY
6. LSM 3REC 1PLAY
7. LSM 3REC 2PLAY
8. LSM 3REC 3PLAY
9. LSM 4REC 2PLAY
10.
11. SLSM 1PLAY
12. SLSM 2PLAY
13. SLSM+1REC 2PLAY
14. SLSM+2REC 1PLAY
15. 4R-2P LSM+IP
16. Custom

Tools (F9)
I(n)port configuration lines
Ex(p)ort configuration lines
Assign server (f)acility name
Import/export (k)eyword files
E(x)port log files
(O)ptions codes management
(H)ardware check
(R)AID configuration

Set (L)AN PC address
Set date and (t)ime
(C)lear video disks
Touch Screen cal(i)bration
D(e)fault to UGA
Re(b)oot
Enable pass(w)ord for technical settings

Selected configuration summary
DUCPro HD 100Mbps 1080i 50.00Hz
Spotbox 4in 2out 4 Monos
SDTI 3 XT[2]+ Server

Server information
Genlock BAD
TC 13:51:37:20 LOST
LAN PC 192.168.100.11

Enter:Execute F8:Edit line CTRL+DEL:Delete line ALT+Q:Exit F1:Help
```

- At the end of the log collection process a window will pop up
 - The first line will let you know if log file is successfully transferred to the USB stick and specifies the path and log file filename. Filename structure will be *sn_machine-1.zip*. If a *log.zip* file is already present on the stick the number will be incremented by 1 -> *sn_machine-2.zip*
 - The second step will be to choose between clearing logs already collected from the server or not.

```
Multicam Setup 11.01.74 XT2+ SN:14460
Configuration lines (ESC)
1. Custom
2. LSM 1REC 1PLAY
3. LSM 1REC 2PLAY
4. LSM 2REC 2PLAY
5. LSM 2REC 4PLAY
6. LSM 3REC 1PLAY
7. LSM 3REC 2PLAY
8. LSM 3REC 3PLAY
9. LSM 4REC 2PLAY
10.
11. SLSM 1PLAY
12. SLSM 2PLAY
13. SLSM+1REC 2PLAY
14. SLSM+2REC 1PLAY
15. 4R-2P LSM+IP
16. Custom

Tools (F9)
I(n)port configuration lines
Ex(p)ort configuration lines
Assign server (f)acility name
Import/export (k)eyword files
E(x)port log files
(O)ptions codes management

Log files successfully
transferred to USB\14460-1.zip.
Do you want to clear log files?
<No> <Yes>

Set (L)AN PC address
Set date and (t)ime
(C)lear video disks
Touch Screen cal(i)bration
D(e)fault to UGA
Re(b)oot
Enable pass(w)ord for technical settings

Selected configuration summary
DUCPro HD 100Mbps 1080i 50.00Hz
Spotbox 4in 2out 4 Monos
SDTI 3 XT[2]+ Server

Server information
Genlock BAD
TC 13:52:28:07 LOST
LAN PC 192.168.100.11

Enter:Execute F8:Edit line CTRL+DEL:Delete line ALT+Q:Exit F1:Help
```

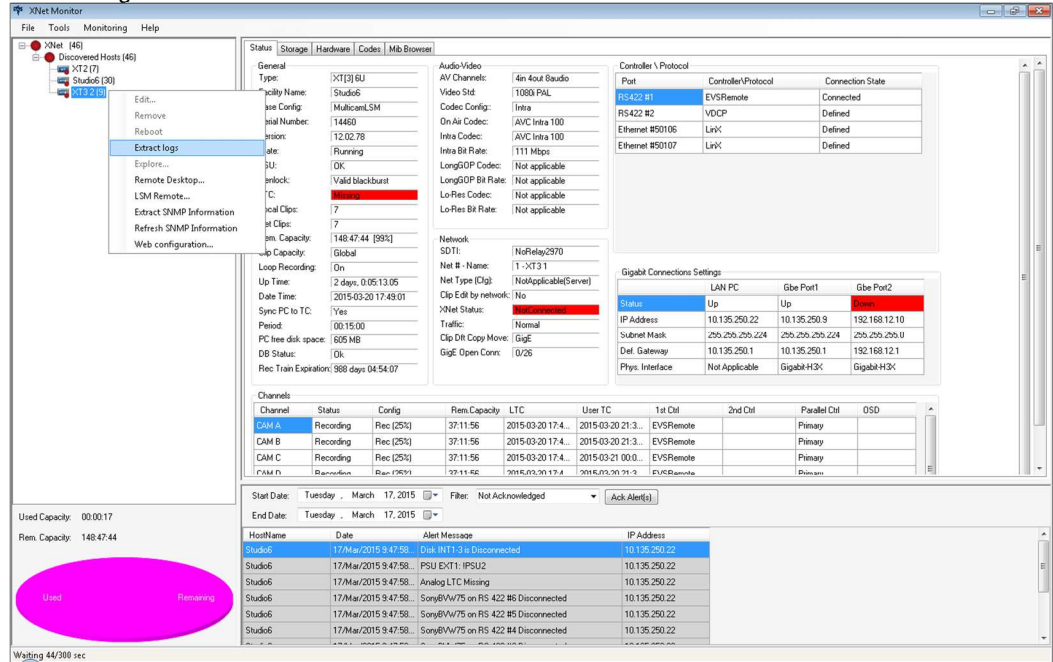
- The latest step will be to remove the USB memory stick but as at the first step of this procedure please touch the mainframe first to avoid any *electrostatic* issues when plugging in the Memory stick.



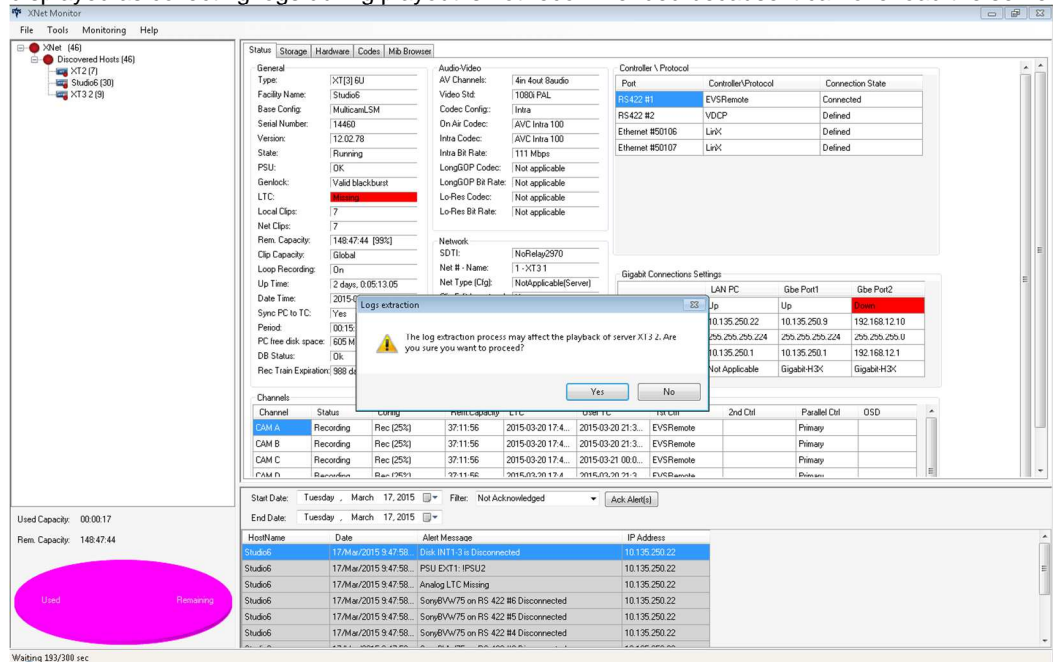
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2. How to save log file using XNet Monitor software.

- XNet Monitor software must be installed on a computer. Software can be downloaded from our web site.
- From XNet Monitor, right click on the server from which you would like to retrieve logs. And select Extract Logs



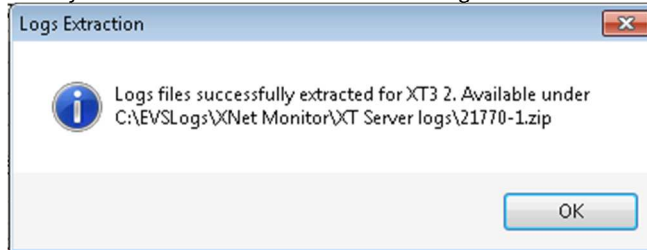
- Next step will be for the XNet Monitor to extract via ftp the logs from the server. A warning will be displayed as collecting logs during playout is not recommended because it can overload the server.





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- At the end of the process the following window will pop up providing the path from collected logs file. By default files are saved in C:\EVSLogs\XNet Monitor\XT Server logs\ directory.





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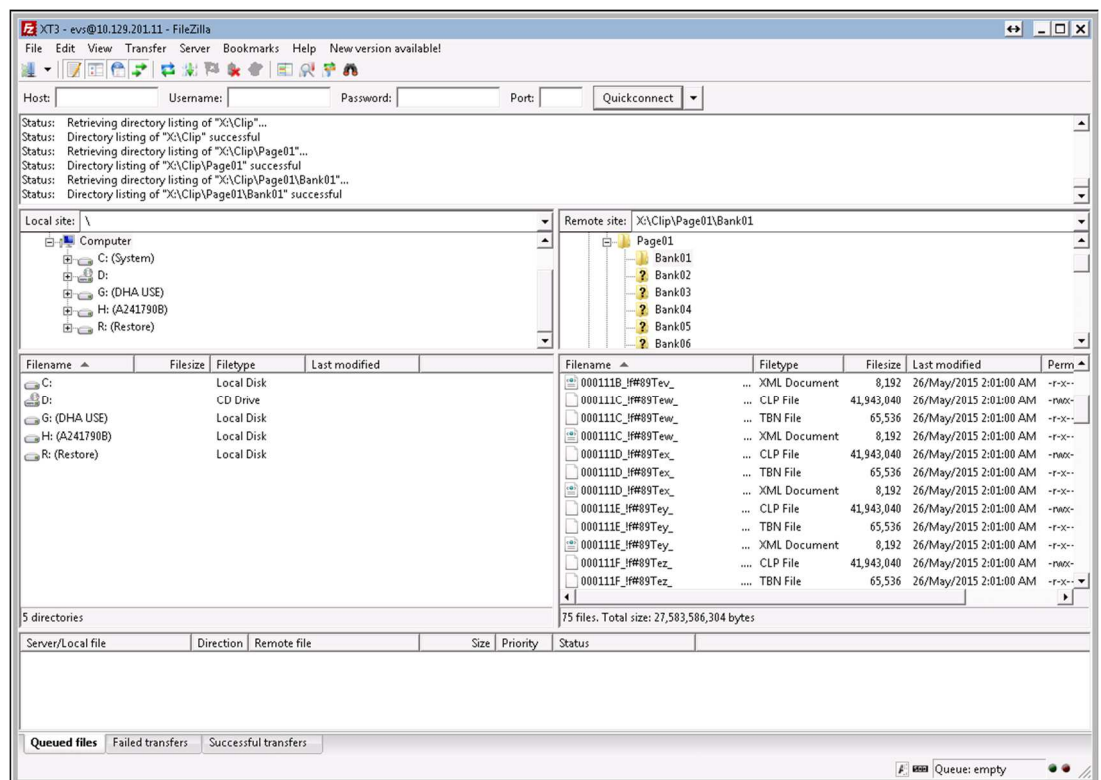
Common error messages / problems:

Bad LTC on OSD Video Servers:

- !TC
- Shift F2 config MLT
 - 1 server
 - Advanced F3
 - Sync PC time to TC every 15 min
- Drifts Shift F5 page 3

Impossible to export Video Clip or Backup train:

Connect over Gige Video Server interface using its ftp server using [Filezilla](#).
Host: Video Server IP Address
User: evs
Password: evs!
Directory: please browse Video Server content using LSM ID from the faulty clip.
Download both i.e. LSM ID: 111B -> 00011B_.....XML and 00011B_.....CLP files.



■ If the problem happened from the record train. Please create one small clip with the problem and backup its .clp and .xml file using [Filezilla](https://filezilla-project.org) (https://filezilla-project.org).