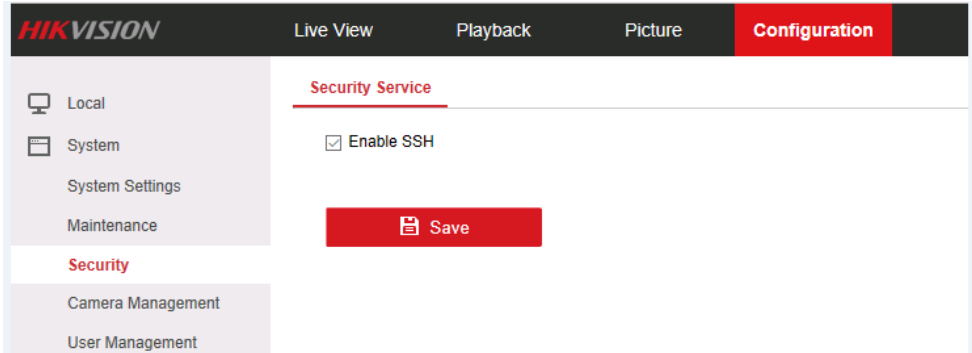


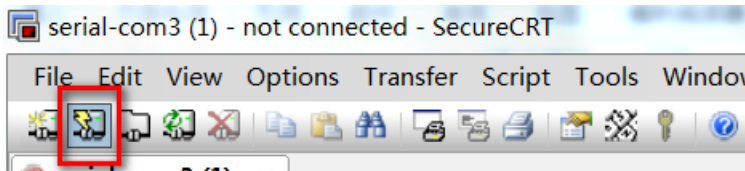
1 Basic operations of NVR troubleshooting

1.1 How to connect to NVR with secureCRT software via SSH

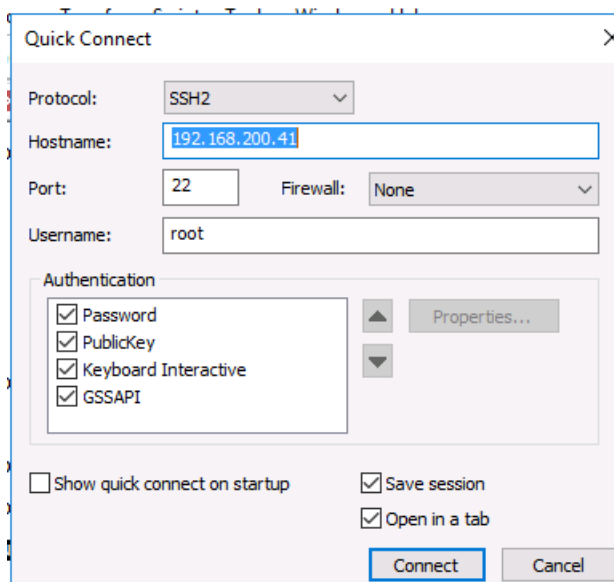
Enable the SSH service on NVR website.



1. Open secureCRT software, click here



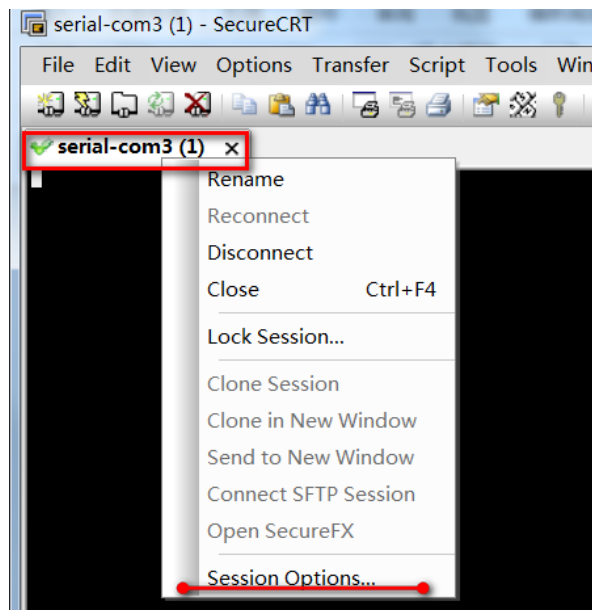
2. Input the NVR IP



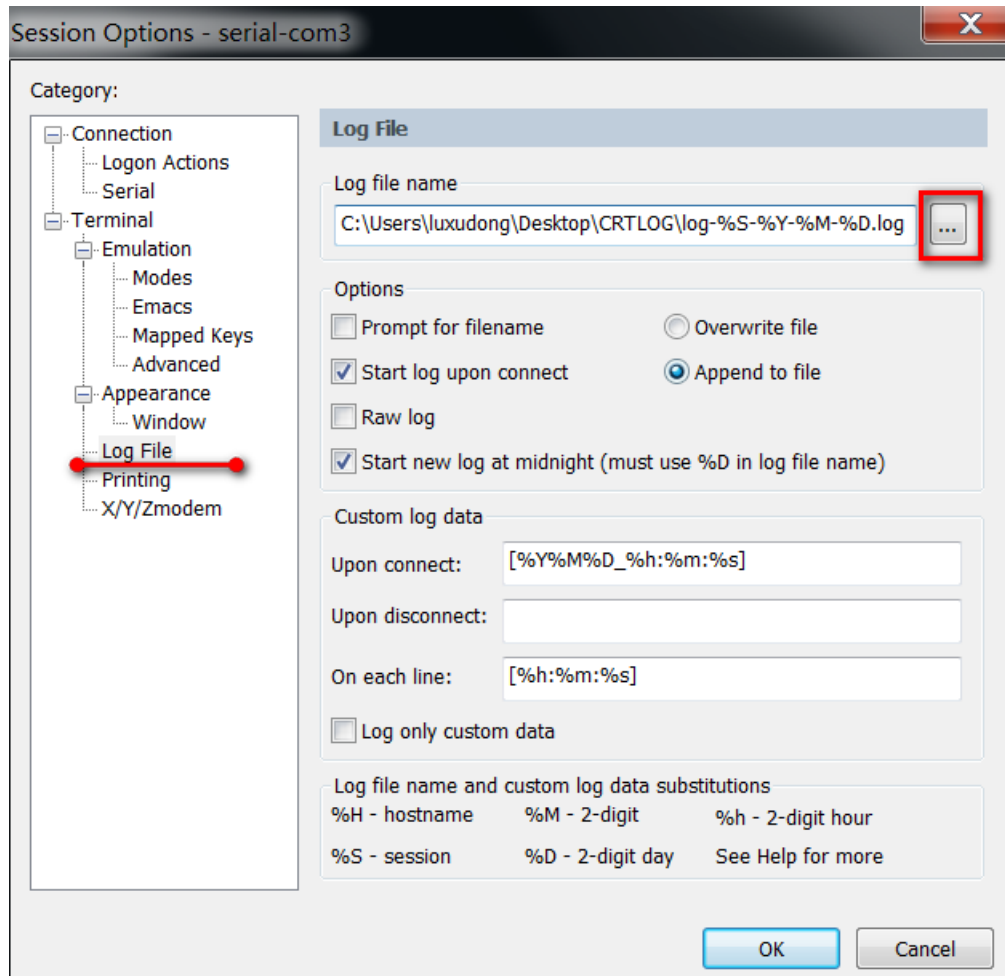
3. Click "connect", a dialog box will pop up and select "Accept Forever."
Name: root
Password: NVR's password
At this point, the connection can be established.

1.2 How to set secureCRT software record printing automatically.

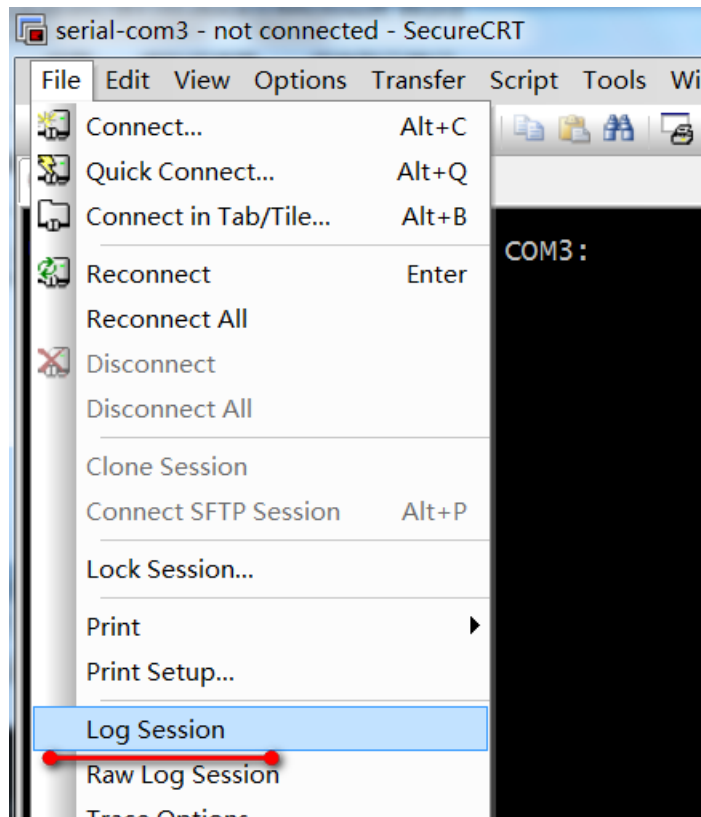
1. First connect serial port or SSH with secureCRT software. As shown in the figure below, right click in the red box and enter the option at the red line.



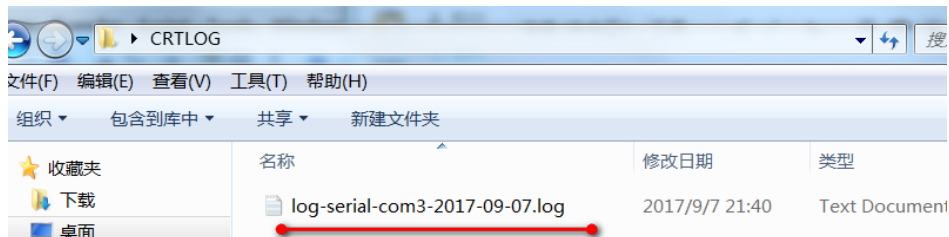
2. Set up a folder CRTLOG on the desktop, select the path of this folder in the red box below, and fill it out completely according to the interface below, then click OK.
log-%S-%Y-%M-%D.log [%Y%M%D_%h:%m:%s] [%h:%m:%s]



3. Click on the red box in the figure below to generate automatically recorded and printed files under the specified directory.



4. Check the CRTLOG file on the desktop, and there is an additional file inside, as shown in the following figure, which shows that the setting was successful.



5. At this time, any print you make in secureCRT will be recorded in this file.

1.3 How to enter debugging mode

- 1、 Connect the equipment with serial port line or SSH secureCRT software.
- 2、 Enter the zhimakaimen command (or debug command) and a ciphertext will be output.

```
# zhimakaimen
BgAAAGTbi5IuqIu4Bg8=
Password:
```

- 3、 Ask for HQ of the Secret Key
- 4、 Copy the secret key and enter it into secureCRT. If successful, the change at the red line in the figure below will appear.

```
[root@dvr dvs /] # route
kernel IP routing table
Destination Gateway Genmask Flags Metric Ref Use Iface
default 10.16.113.254 0.0.0.0 UG 9 0 0 eth1
10.16.113.0 * 255.255.255.0 U 0 0 0 eth1
192.168.254.0 * 255.255.255.0 U 0 0 0 eth0
[root@dvr dvs /] # Send HEARTBEAT_CMD ok.
```

Note: The I series starts from version 4.1.50, and the zhimakaimen command is changed to debug command. The following figure:

```
# zhimakaimen
'zhimakaimen' Not Supported, Try 'help'
# debug
BgAAAGTbi5IuqIu4Bg8=
Password: Send HEARTBEAT_CMD ok.
```