

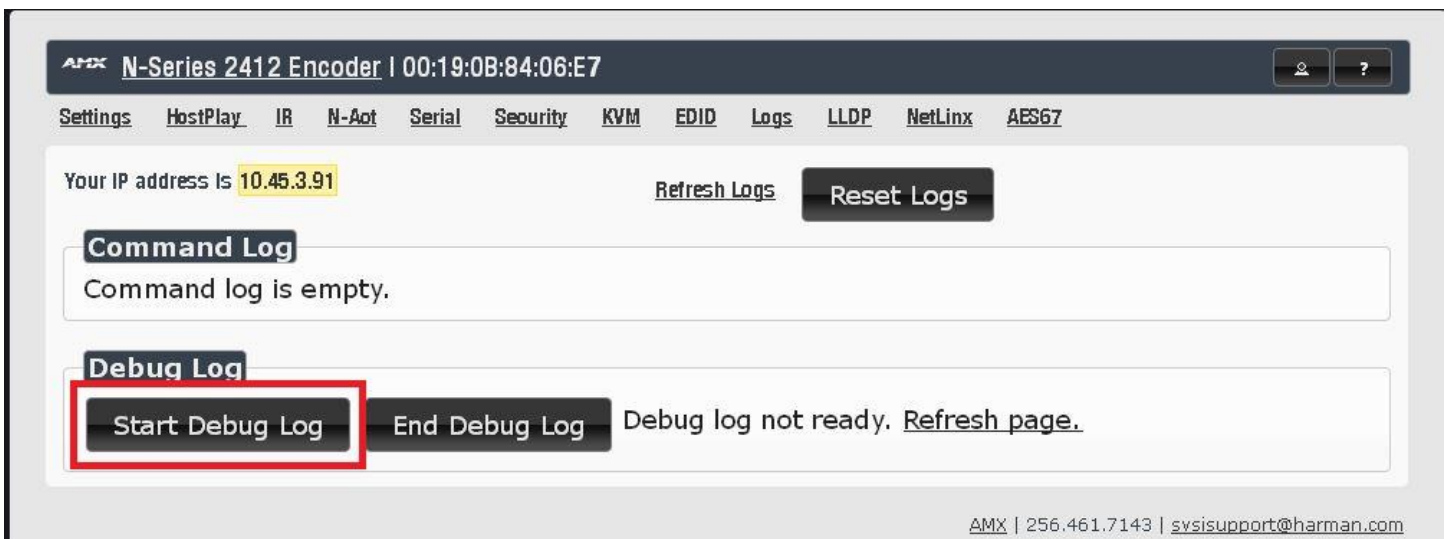
## How to Create Log Files Utilizing SVSI Encoders and Decoders

Login to the GUI of the encoder/decoder, either through a web browser or N-Able. The process is the same for encoders and decoders.

Once logged in you will click on the Logs button in the header.



Click on the “Start Debug Log” button at the bottom of the page. Once running the Log will accumulate data for 48 hours and will survive a reboot.



Once a failure is observed you will then stop the log. This is done by clicking the “End Debug Log” button.

The screenshot shows the AMX N-Series 2412 Encoder web interface. At the top, the title bar reads "AMX N-Series 2412 Encoder | 00:19:0B:84:06:E7". Below this is a navigation menu with links: Settings, HostPlay, IR, N-Aot, Serial, Security, KVM, EDID, Logs, LLDP, NetLinx, and AES67. The main content area displays "Your IP address is 10.45.3.91" with "Refresh Logs" and "Reset Logs" buttons. Under the "Command Log" section, a table shows a single entry: "4 sec", "Web page", "50003", "TCP", and "setSettings:debugMode:on\r". The "Debug Log" section contains "Start Debug Log" and "End Debug Log" buttons, with the "End Debug Log" button highlighted by a red rectangle. To the right of these buttons, the text "Debug log not ready. Refresh page." is displayed. The footer includes "AMX | 256.461.7143 | svsisupport@harman.com".

Log files will not appear right away. Give it a few seconds and click the “Refresh page” button.

This screenshot shows the same AMX N-Series 2412 Encoder web interface as the previous one. The "End Debug Log" button is no longer highlighted. Instead, the "Refresh page." link in the "Debug log not ready. Refresh page." text is highlighted with a red rectangle. All other elements, including the navigation menu, IP address, and Command Log table, remain the same. The footer also remains the same.

The “Download Debug Log” link will appear when the files has been created and ready for download. Clicking the Download Debug Log link will result in the download of the log file named, “DebugLog.bin”. This log will download the file to the browser default location. Usually found in the “Downloads” section located in file explorer. If you are creating multiple log file, please rename them with a friendly name, such as location and

device.

The screenshot shows the web interface for an AMX N-Series 2412 Encoder. The top navigation bar includes links for Settings, HostPlay, IR, N-Aot, Serial, Security, KVM, EDID, Logs, LLDP, NetLinx, and AES67. The 'Logs' tab is selected. Below the navigation bar, the IP address is displayed as 10.45.3.91. There are buttons for 'Refresh Logs' and 'Reset Logs'. The 'Command Log' section contains a table with the following data:

Elapsed Time	IP	Port	Method	Command
13 sec	Web page	50003	TCP	debugLog\r
13 sec	Web page	50003	TCP	setSettings:debugMode:off\r
1 min, 57 sec	Web page	50003	TCP	setSettings:debugMode:on\r

Below the Command Log, there is a 'Debug Log' section with three buttons: 'Start Debug Log', 'End Debug Log', and 'Download Debug Log'. The 'Download Debug Log' button is highlighted with a red rectangle. At the bottom right, contact information is provided: AMX | 256.461.7143 | [svsisupport@harman.com](mailto:svsisupport@harman.com).

Log files should be sent to [HProTechSupportUSA@harman.com](mailto:HProTechSupportUSA@harman.com) or directly to the tech you have been working with for decryption.

#### About HARMAN Professional Solutions

HARMAN Professional Solutions is the world's largest professional audio, video, lighting, and control products and systems company. Our brands comprise AKG Acoustics®, AMX®, BSS Audio®, Crown International®, dbx Professional®, DigiTech®, JBL Professional®, Lexicon Pro®, Martin®, Soundcraft® and Studer®. These best-in-class products are designed, manufactured and delivered to a variety of customers in markets including tour, cinema and retail as well as corporate, government, education, large venue and hospitality. For scalable, high-impact communication and entertainment systems, HARMAN Professional Solutions is your single point of contact. [www.harmanpro.com](http://www.harmanpro.com)

