How to run the LNLDIAG utility and upload to FTP for use by Technical Support

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Procedure Steps

The LNLDIAG utility collects the Lenel OnGuard logs and setup files, adds the files to a .ZIP archive, and saves the .ZIP file to a designated location. Perform these steps:

1. Select **Start > Run** from the Start menu (in Windows 7 or Server 2008, click [Start] and then use the Search bar).
2. In the Run dialog (or Search bar), type **lnldiag** and then click [OK] or [Run] or press .
3. The Lenel Diagnostics Utility Window appears. This window shows exactly what information is collected by the utility. Select the Output File location by clicking [Browse]. In the **Save As** dialog, select the Desktop as the location to save the file. In the **File Name** field, enter the desired file name. Technical Support recommends that you include your ticket number in the file name, for example: **111111_logs.zip**.
4. Click [Save].
5. Click [OK].
6. When the utility finishes, a popup will inform you that the diagnostics file is created.
7. Create a .ZIP file of the logs and setup files. Files uploaded to the FTP server must be archived into a .ZIP file. Do not upload unzipped folders containing files to the FTP server.
8. A link to the FTP folder will be sent to the VAR in a separate email
9. Drag or copy the .ZIP file you want to upload to the FTP window.
10. Allow the file to upload completely.

Applies To

OnGuard (All versions)

Additional Information

None