How to collect device logs — NovoDS Studio

This article is applicable for NovoDS Studio.

Get software

Go to NovoDS.com > Resource > Software

Connecting to a device

Run NovoDS Studio and switch to Device Management page.

DS Playlists All Devices (90) + Devices Generate Configuration File Remote Snapshot Announcements DS Schedules + Group Inassigned Devices (8) Image: Classifier and Cl	- U X
Unassigned Devices (8) DS Schedules + Group Eabel Iamr Iddr Group Playlist Action Group List: DEJ-LI,JULI CL5#AB_C2_86 C 1 CL5-All Image: CL5#AB_C2_B6 Image: C	
DS Schedules + Group Label Label Lame Vidr Group Playlist Action DS Devices DE1-1000 CL5#A8_C2_86 C 1 CL5-All Image: CL5#A8_C2_86 Image	i / c
Group List: • CLS#A8_C2_86 C 1 CLS-All Ø = 0 = 0 Playing BC DS Devices DE1-M,M • CLS#Lobby-AL C 1 CLS-All Ø = 0 = 0 Playing BC Lobby-YK (2) • CLS#Lobby-AL C 1 CLS-All Ø = 0 = 0 Playing BC Lobby-KK (8) • CLS#Lobby-AR C 1 CLS-All Ø = 0 = 0 Playing BC Hallway RK (7) • CLS#Lobby-BL C 1 CLS-All Ø = 0 = 0 Playing BC RK-3A DRC (2) • CLS#RES DS- 1 CLS-All Ø = 0 = 0 Playing CL RK-28 (5) • CLS#RES DS- 1 CLS-All Ø = 0 = 0 Playing 20	Status
DS Devices DE-Layren CLS#Lobby-AL C 1 CLS-All Playing QL Lobby-YK (2) CLS#Lobby-AR C 1 CLS-All Playing QL Lobby-RK (8) CLS#Lobby-AR C 1 CLS-All Playing QL Hallway RK (7) CLS#Lobby-BL C 1 CLS-All Playing QL RK-3A DRC (2) RK-28 (5) CLS#RES DS- 1 CLS-All Playing QL	
Lobby-YK (2) CL5#Lobby-AR C 1 CL5-All Playing CL Schedule in Playing CL CL5#Lobby-BL C 1 CL5-All Playing CL Playing CL Playing CL Playing CL Playing CL CL5#Lobby-BR C 1 CL5-All Playing CL Playing CL Playing CL Playing CL Playing CL CL5#Lobby-BR C 1 CL5-All Playing CL Playing CL	歅迎牌 playlist ;CL5_Lobby_left schedule d.
Lobby-RK (8) CLS#Lobby-BL C 1 CLS-All Playing @: is applied. Hallway RK (7) CLS#Lobby-BR C 1 CLS-All Playing @: is applied. RK-3A DRC (2) CLS#RES DS- CLS#RES I CLS-All Playing 20	CL5_Multiple playlist ; CL5_Lobby_Right e is applied.
Hallway RK (7) CL5#Lobby-BR C 1 CL5-All Playing CL RK-3A DRC (2) CL5#RES DS 1 CL5-All Playing 20 RK-2B (5) CL5#RES DS 1 CL5-All Playing 20	数迎牌 playlist ;CL5_Lobby_left schedule
RK-3A DRC (2) CL5#RES DS- F CL5-All Playing 20	CL5_Multiple playlist .
RK-28 (5)	2022 playlist ; RES schedule is applied.
CIS-FAIL Playing CL	CL5_1A_SR_Lighting playlist ; CL5-
TN1-All (1) CIS#SR CC FK2 75 C 1 CIS-All	om-All schedule is applied.
ESS-FAE (24)	
	UNO Dashboard playlist ; CL5-Showroom-
TN2-Lobby (1)	dule is applied.
CLS#SR_EIS_EK2_86_WIFI C 1 CLS-All Playing Pla	PlayList_20211125181752 playlist .
CL5≠SR_EIS_K2 C 1 CL5-All Z ≥ = ○ □ = Praying the schedule is	e is applied.
● CL5#SR_ICT_K2_A C 1 CL5-All	L5-Showroom-All schedule is applied.
	Success Story playlist ; CL5-Showroom-

Select the device and click on **Connect** to connect the device and perform more operating.

	Label	lame	١ddr	Group	Playlist	Action	Status ^
•	CL5#A8_C2_86	C	1	CL5-All			
•	CL5#Lobby-AL	C	1	CL5-All			Playing 歡迎牌 playlist ;CL5_Lobby_left schedule is applied.
•	CL5#Lobby-AR	C	1	CL5-All			Playing CL5_Multiple playlist ; CL5_Lobby_Right schedule is applied.
•	CL5#Lobby-BL	C	1	CL5-All			Idle ; CL5_Lobby_left schedule is applied.
•	CL5#Lobby-BR	C	1	CL5-All			Playing CL5_Multiple playlist .
•	CL5#RES	DS- F	1	CL5-All		2 · • • • •	Playing 2022 playlist ; RES schedule is applied.
•	CL5#SR_BA_K2	C	1	CL5-All		Connect first before per	forming other operations applied.
•	CL5#SR_CC_EK2_75	C	1	CL5-All			
•	CL5#SR_EIS_EK2_75_ETH	C	1	CL5-All			
•	CL5#SR_EIS_EK2_75_WIFI	C	1	CL5-All			Playing UNO Dashboard playlist ; CL5-Showroom- All schedule is applied.
•	CL5#SR_EIS_EK2_86_ETH	C	1	CL5-All			
•	CL5#SR_EIS_EK2_86_WIFI	C	1	CL5-All			Playing PlayList_20211125181752 playlist .

Log downloading

Click on **Device Log** after device is connected.

	Label	lame	\ddr	Group	laylis	Action	Status	^
•	CL5#A8_C2_86	С	1	CL5-All				
•	CL5#Lobby-AL	С	1	CL5-All			Playing 歡迎牌 playlist ;CL5_Lobby_left schedule is applied.	
•	CL5#Lobby-AR	С	1	CL5-All			Idle ; CL5_Lobby_Right schedule is applied.	
•	CL5#Lobby-BL	C	1	CL5-All			Idle ; CL5_Lobby_left schedule is applied.	
•	CL5#Lobby-BR	С	1	CL5-All			Idle .	
•	CL5#RES	DS- F	1	CL5-All	•		Playing 2022 playlist ; RES schedule is applied.	
•	CL5#SR_BA_K2	С	1	CL5-All			ice Log CL5_1A_SR_Lighting playlist ; CL5-Showroom- All schedule is applied.	
•	CL5#SR_CC_EK2_75	C	1	CL5-All				
•	CL5#SR_EIS_EK2_75_ETH	С	1	CL5-All				
•	CL5#SR_EIS_EK2_75_WIFI	С	1	CL5-All			Playing UNO Dashboard playlist ; CL5-Showroom-All schedule is applied.	
•	CL5#SR_EIS_EK2_86_ETH	C	1	CL5-All				
•	CL5#SR_EIS_EK2_86_WIFI	с	1	CL5-All			Playing PlayList_20211125181752 playlist .	

There're two kind of **Device Logs**

- App Log It contains NovoDS App's process since it is running. Usually uses for software debug.
- System Log It contains the most processes of Novo device since it is starting up. Usually uses for software and hardware debug.



Send a Feedback

If you encounter any problems when using our products, please fill the form and attach the logs through <u>Contact Us</u>, we will arrange assistance for you as soon as possible.