

Tech Tip 160017

VIGIL Server – Audit Log Legend

Tech Tip #:	160017-1
Date:	March 15th, 2016
Revised:	July 25 th , 2018
Product Affected:	VIGIL Server 10.5 (and older), VIGIL Audit Log
Purpose:	This document contains a legend for all entries which may be present in the VIGIL Server Audit Log. The legend includes information regarding the severity of the entry, the related module, the message displayed in the log, the meaning of the entry and any related action items.

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1 Introduction

This document contains a legend for all entries which may be present in the VIGIL Server Audit Log. The legend includes information regarding the severity of the entry, the related module, the message displayed in the log, the meaning of the entry and any related action items.

The below table contains definitions for the different severity levels assigned to log entries.

Severity	Description:
Critical	<i>Critical Issue</i> – System is experiencing footage loss. Immediate attention required.
High	<i>Major Issue</i> – System is likely to experience footage loss. Immediate attention required.
Medium	<i>Intermediate Issue</i> - System may eventually experience footage loss. Issue should be addressed in a timely manner to avoid footage loss.
Low	<i>Minor Issue</i> – System is not likely to experience footage loss. Issue should be monitored.
FYI	<i>For your Information Entry</i> - This entry is for your information only and does not indicate an issue.

Please refer to [Section 2](#) of this document for the Audit Log Legend.

2 Audit Log Legend

The below legend contains information regarding the different audit log entries a user may encounter. The Entry Message is included, accompanied by the issue's *Severity* level, related *Module*, the *Meaning* of the entry, and *Action Items* related to troubleshooting or issue resolution.

The below legend is sorted alphabetically by *Module* and then by level of *Severity* (Critical-High-Medium-Low-FYI).

Severity	Module	Entry Message (in Log)	Meaning	Action Items
Module: ATLPOS				
FYI	ATLPOS	POS/ATM Module is not registered and the trial period has expired.	The system has POS/ATM Data configured, and the POS Module has expired.	<p>- Check Web Reg for registration, if found, apply the registration. If not found in Web Reg, verify with the Sales Rep if the system should have that registration, then proceed as directed.</p> <p>Note: In Version 7.1, the POS Module no longer exists and basic POS functionality is free, you should not see this message in 7.1 and beyond.</p>
Module: ATLVIGIL				
Critical	ATLVigil	Video lost for camera %d (%s)	Video is no longer being recorded from the listed camera.	<p>This indicates that the camera is now in signal loss. Attempt to connect to the camera via the web interface. If you cannot connect, verify the camera is powered up and there are no issues with the network. If you can connect to the web interface, on Windows XP, check the concurrent connections limit.</p>
Critical	ATLVigil	An error occurred during compression of data.	If there is not enough memory available when the system attempts to encode a frame, this message will be written to the log. We only insert this message once every 60 seconds.	Seeing this message once could indicate a spike in memory usage. Seeing this message repeatedly could indicate that the system is running into memory threshold limitations.
Critical	ATLVigil	An error occurred during decompression of video.	If the frame received is corrupted, then this message will display. This message can also display if there is not enough memory available when the system attempts to decode a frame. We only insert this message once every 60 seconds.	Seeing this message once could just indicate a corrupt frame received. Seeing this message repeatedly could indicate that the system is running into memory threshold limitations.
Critical	ATLVigil	Error writing to file.	Indicates the Offsite Backup process encountered an error writing to the Offsite location.	This could be caused by a network issue between the DVR Server and the Offsite location, it could also be caused by corruption / failure of the storage medium on the remote location.

Severity	Module	Entry Message (in Log)	Meaning	Action Items
Critical	ATLVigil	Database communication failure.	VIGIL is unable to connect to the SQL Database.	Check that the sql port is set correctly in database manager, verify that you can log into the database using osql. On windows xp check the concurrent connections limit.
Critical	ATLVigil	Write buffer is full, begin to losing frames.	Video footage was processed through the frame buffer, but could not enter the write buffer to be written to the HDD.	Check system and application logs for disk errors. Run the Drive Test utility to determine if drives meet the write speed requirements for the camera and bitrate load. If that fails, check cluster size at 64k, also increase Scavenger Threshold to 10% to allow more free space.
Critical	ATLVigil	Failed to create a file.	The system was unable to create a video or audio file. The file name and system API error will be listed in the error and state columns	This could indicate drive corruption, check the system and application log for disk errors.
Critical	ATLVigil	A call to WriteFile failed	The system was unable to write to a video or audio file. The file name and system API error will be listed in the error and state columns	Check system and application logs for disk errors. Run the Drive Test utility to determine if drives meet the write speed requirements for the camera and bitrate load. If that fails, check cluster size at 64k, also increase Scavenger Threshold to 10% to allow more free space.
High	ATLVigil	Failed to save index file	Each video file written has an associated index file. The listed index file failed to write.	This could be a one time error or could be indicative of drive corruption / failure.
High	ATLVigil	Invalid Index File	An Index file is invalid. The details for this error are listed in the State column. A. Invalid Number of Images [filename] B. Checksum Error [filename] C. MD5 Checksum Failed [file name] D. Could not allocate memory for frame [file name] E. File size is invalid [file name]	The messages here could indicate drive corruption / memory issues during writing the index files, or tampering with the files after they have been written.
Low	ATLVigil	Export Error	An Export did not complete successfully resulting in a corrupted file.	The Function column will list the type of export, and the State column will list the file name and path. This could be a one time error in export or could be indicative of drive corruption / failure, a buffer error, a faulty CD/DVD, loss of connectivity if writing to a network or USB drive.
Low	ATLVigil	Zeus key-frame interval error	Zeus cards can have issues where they do not output key frames, a hidden registry key can be enabled to check if that problem is happening.	You should not see this message as it is a hidden registry key that is enabled for troubleshooting purposes.
Low	ATLVigil	Offsite Backup destination folder is invalid	This indicates the location listed for the Offsite Backup is unreachable.	Verify the location information for the location.

Severity	Module	Entry Message (in Log)	Meaning	Action Items
Low	ATLVigil	Undefined Error Code	The exception code will be listed in the description column. This error is triggered when copying offsite backup and an exception occurs during the copy.	This could be caused by a network issue between the DVR Server and the Offsite location, it could also be caused by corruption / failure of the storage medium on the remote location.
FYI	ATLVigil	Export Cancelled	An Export was cancelled by the user.	No Action Required.
FYI	ATLVigil	Export Success	An Export completed successfully.	No Action Required.
FYI	ATLVigil	Video reactivated for camera %d (%s).	The listed camera was previously in signal loss but is now being recorded again.	N/A
FYI	ATLVigil	All the output relays were opened due to DVR initialization.	During startup VIGIL will send a synchronize message to any configured relay devices.	N/A
FYI	ATLVigil	OffsiteBackup Begin	An alarm with the 'Offsite Backup on Alarm' option was triggered and the Offsite Backup has begun.	
FYI	ATLVigil	OffsiteBackup End	An alarm with the 'Offsite Backup on Alarm' option was triggered and the Offsite Backup has completed.	
FYI	ATLVigil	OffsiteBackup file copy success	Indicates the Offsite Backup process completed successfully.	
FYI	ATLVigil	Shut Down	N/A	N/A
FYI	ATLVigil	Reboot DVR	N/A	N/A
FYI	ATLVigil	Analog Camera Module Expired	N/A	N/A
FYI	ATLVigil	Network Cameras module has expired.	N/A	N/A
Module: CameraControl				
FYI	CameraControl	You are trying to access an unregistered module	The system has either Analog or Network cameras configured and the associated license is expired.	- Check Web Reg for registration, if found, apply the registration. If not found in Web Reg, verify with the Sales Rep if the system should have that registration, then proceed as directed.
Module: IPCamera				
Critical	IPCamera	All frame buffer is used, begin to drop frames. Some frames will be lost.	This indicates that frames are arriving from the cameras faster than they can be processed and transferred to the write buffer.	The CPU could be taxed and unable to process the frames fast enough. The Hard Drive might not be writing fast enough to clear the write buffer. The system might not be able to find a large enough contiguous block of free ram to process the image.
Critical	IPCamera	Reconnecting. "ChikNetChannel::GetImage" will show in function column	Failed to get an image from an HIK / VSX camera	This indicates that the camera is now in signal loss. Attempt to connect to the camera via the web interface. If you cannot connect, verify the camera is powered up and there are no issues with the network. If you can connect to the web interface, on Windows XP, check the concurrent connections limit.

Severity	Module	Entry Message (in Log)	Meaning	Action Items
High	IPCamera	Failed to create RTSP session.	Failed to create an RTSP session with the camera.	Possible causes, A. wrong IP address or port. B. RTSP disabled on camera. C. Network issues
Low	IPCamera	RTSP transfer mode is not supported.	The camera is trying to stream RTSP with a method not supported by VIGIL Server	Check camera specifications, VIGIL only supports streaming RTSP over UDP or TCP (TCP only supported in version 7.00.0193 or later)
FYI	IPCamera	Using RTSP Over TCP mode.		
Module: Scavenger				
Critical	Scavenger	No drive set up for video recording	No media drives are configured.	Configure a media drive.
High	Scavenger	Unable to connect to the DVR database.	The Scavenger Service cannot connect to the Database.	Check that the sql port is set correctly in database manager, verify that you can log into the database using osql. On windows xp check the concurrent connections limit.
High	Scavenger	Switched recording to alternate drives	The DVR is now recording to the Alternate Media drives.	This indicates that the DVR can no longer record to the regular media drives. Check the status of the hard drives in the system / VFS drive status to determine the point of failure.
High	Scavenger	Database communication failure.	This message is written if there is an error when Scavenger performs an action on the database. The error description will be written in the Error column. A. Update drive status, B Get HDD usage info, C. Get Footage date range, D. Get oldest audio / video directory, E. Purge oldest audio / video records from database	Check that the sql port is set correctly in database manager, verify that you can log into the database using osql. On windows xp check the concurrent connections limit. This could also indicate hard drive corruption affecting the database files, or there not being enough free cpu / memory to complete the command on the database.
High	Scavenger	Invalid root data drive in Settings	This message will only show if the destination path is empty and we have hard coded a value for it, so you should never see this message.	If you see this message, contact engineering.
Medium	Scavenger	No data destinations were loaded.	Cannot load the data destinations from settings.	A. There might be no data destinations configured in Server (for 7.01 release we are removing ability to delete last data destination) B. Cannot read destinations from the database (this could indicate hard disk or database corruption)
Medium	Scavenger	Failed to find partition space, partition disabled for now	Unable to access the reserved space that was configured for POS / Alarm.	You will see this message if the drive that the reserved space is configured on has been removed from the system or has failed.
Medium	Scavenger	Data destination %s was taken out of rotation because it failed a writability test.	The listed drive was disabled due to it failing a writability test.	Check the system log for disk errors.
Medium	Scavenger	The drive specified in the registry is not a valid data drive.	The media drive configured is no longer a valid drive.	The Hard disk could have had its drive letter changed, been removed, lost the network connection for VFS.

Severity	Module	Entry Message (in Log)	Meaning	Action Items
Medium	Scavenger	Data destination %s was taken out of rotation because free space could not be determined.	The listed media drive was disabled due to not being able to calculate the available free space.	Check the system log for disk errors.
Medium	Scavenger	Unable to remove a directory	The listed directory could not be deleted by scavenger.	Check that there are no open files in the directory listed. Check the system log for disk errors.
Low	Scavenger	No drive set up for audio recording	No drive is configured as an audio destination.	Configure an audio drive.
FYI	Scavenger	Switched recording from alternate drives	The DVR was recording to an Alternate Media drive but has switched back to a regular media drive.	
FYI	Scavenger	No longer recording to alternate drives	The system is no longer recording to Alternate Media drives.	
FYI	Scavenger	Switched Data Drives.		
FYI	Scavenger	Encountered a record in the events table that no longer references a valid data drive.	A record in the database refers to a media drive that is no longer listed in the media drives list.	Determine if the drive was removed from the media drives list legitimately.
FYI	Scavenger	Removing a directory from a data drive.		

Module: VIGIL Integrity

High	VIGIL Integrity	Incoming named pipe connection request failed	This indicates that a named pipe could not be established between VIGIL and Integrity Service.	If you see this message it is indicative of massive problems on an operating system or hardware level in the system.
High	VIGIL Integrity	Named pipe creation failed	This indicates that a named pipe could not be established between VIGIL and Integrity Service.	If you see this message it is indicative of massive problems on an operating system or hardware level in the system.
Medium	VIGIL Integrity	No request header found	This message indicates that a named pipe was created between VIGIL and Integrity, but the data transferred is not readable.	You should only see this message if there is a failed update and there is a version mismatch between VIGIL and the Integrity service.
Medium	VIGIL Integrity	Failed to copy HIK codec file	When Integrity Service starts up it copies DS40xxSDK_H264.dll and DS40xxSDK_MPEG4.dll to the windows system folder. This message will show if the file copy fails.	This could indicate that the files are locked, but you should not see this as Integrity runs as a service with administrative level privileges. This could indicate HDD corruption.
FYI	VIGIL Integrity	Incoming named pipe connection request succeeded		
FYI	VIGIL Integrity	Integrity request received	Communication between VIGIL Server and Integrity Service	
FYI	VIGIL Integrity	Integrity response sent	Communication between VIGIL Server and Integrity Service	
FYI	VIGIL Integrity	Integrity service stopped	This indicates integrity service shut down.	This should show during a shut down cycle.

Module: VIGIL Server

High	VIGIL Server	Adjust SQL Memory failed	An attempt to adjust the SQL Server memory usage failed, the error details will be listed in the description column.	This message indicates an issue with the SQL installation, if you see this message, please contact engineering.
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Severity	Module	Entry Message (in Log)	Meaning	Action Items
Medium	VIGIL Server	Error processing server command. /server command number will be listed in the State column.	There are several reason for this to happen: 1. Version mismatch. The command send from client is not found in Vigil server. 2. Exception is thrown out when VIGIL is processing specific command. It is a definite indicator something wrong between Vigil DVR and Client	Due to the nature of this message if can be a catch all for any number of issues that can arise during communication between Server and Client. It is best to contact Engineering when you encounter this message.
Medium	VIGIL Server	Physical hard drive [drive number] temperature has reached the threshold level. Temperature [YYYY]°C	The hard disk listed has exceeded the temperature threshold set in VIGIL Server settings.	N/A
Medium	VIGIL Server	**Watchdog Error: [err discription]	This error will be listed if an exception occurs when trying to reboot the system using the reset switch pass-through functionality of a Comart card.	If you see this error, it could indicate a failure of the Comart card.
Medium	VIGIL Server	Failed to update module registration info	Unable to access the registration information.	You should only see this message if vigil.dll is a version mismatch or missing.
Low	VIGIL Server	Reboot / "frmDvrExpired::Unload" will be listed in the function column	The DVR is set to Kiosk mode and the trial mode has expired.	In current code this will cause the DVR to continuously reboot. In 7.01 the system will reboot back into the regular desktop so the system can be registered.
Low	VIGIL Server	Export Error / export file type will be listed in function column like Authentic Video, AVI Video, Audio as WAV File	This indicates that an error was encountered during a CD/DVD export. The export file will be listed in the function column.	Check that there is media in the drive, the media is writeable, the drive is functioning, etc.
Low	VIGIL Server	A call to CreateFile failed	This indicates that the system could not create a named pipe between VIGIL and the Integrity service.	If you see this message it could indicate a version mismatch between VIGIL and the Integrity Service, this message was written by older versions of Integrity.
Low	VIGIL Server	A call to ReadFile failed	This indicates that the system could not read data from a named pipe between VIGIL and the integrity service.	If you see this message it could indicate a version mismatch between VIGIL and the Integrity Service, this message was written by older versions of Integrity.
Low	VIGIL Server	A call to WriteFile failed	This indicates that the system could not write to a named pipe that exists between VIGIL and the integrity service.	If you see this message it could indicate a version mismatch between VIGIL and the Integrity Service, this message was written by older versions of Integrity.
Low	VIGIL Server	A call to SetNamedPipeHandleState failed	This indicates a problem with the named pipe between VIGIL and the Integrity Service.	If you see this message it could indicate a version mismatch between VIGIL and the Integrity Service, this message was written by older versions of Integrity.
FYI	VIGIL Server	User Login:[user name] / client IP will be listed in the IP address column	User remotely connected to the DVR, the IP address will be listed.	N/A
FYI	VIGIL Server	Save server settings	Server settings saved remotely.	N/A
FYI	VIGIL Server	user disable recording on [camer name]	The listed user disabled recording on a camera, either locally or remotely.	N/A
FYI	VIGIL Server	User Login:[user name] / "Extended Console Log" will be listed in the function column	User logged in via the auto relogin after inactivity settings.	N/A

Severity	Module	Entry Message (in Log)	Meaning	Action Items
FYI	VIGIL Server	Reboot / "Apply Snapshot" will be listed in the function column	Remote VCM applied snapshot settings and the DVR Server rebooted.	N/A
FYI	VIGIL Server	Reboot / "MDIForm::DoShutdown" will be listed in the function column	DVR Server rebooted because A. Scheduled Reboot, B. Remote reboot command received from VCM, C. User reboot system from windows locally.	N/A
FYI	VIGIL Server	Reboot / "MDIForm::DoShutdown" will be listed in the function column	DVR Server rebooted because A. Scheduled Reboot, B. Remote reboot command received from VCM, C. User reboot system from windows locally.	N/A
FYI	VIGIL Server	Shut Down / "MDIForm::DoShutdown" will be listed in the client IP will be listed in the function column	You should never see this message, if you do, contact engineering.	N/A
FYI	VIGIL Server	Scheduled Reboot	Indicates a Scheduled Reboot is triggered.	N/A
FYI	VIGIL Server	The socket connection to [client ID] was forcibly closed by user [user name].	Client connections were force closed from VIGIL Server in the client connections window, or a client tried to connect and the connection limit was already met.	N/A
FYI	VIGIL Server	Export: [Camera #], Type: AVI, MJP, JPG,BMP], Time: (YYYY-MM-DD HH:MM:SS) – (YYYY-MM-DD HH:MM:SS, With Data: [Yes/No], With Audio: [Yes/No]	An export occurred. User and Device[Client /Server] are listed in the State column.	N/A
FYI	VIGIL Server	Export Cancelled / export file type will be listed in function column like Authentic Video, AVI Video, Audio as WAV File	This indicates an export to CD/DVD was cancelled, the export file will be listed in the function column.	N/A
FYI	VIGIL Server	Export Success / export file type will be listed in function column like Authentic Video, AVI Video, Audio as WAV File	This indicates an export to CD/DVD was successful, the export file will be listed in the function column.	N/A
FYI	VIGIL Server	Save VIGIL Server settings	Server settings saved, locally.	N/A
FYI	VIGIL Server	Camera [camera name] enabled by user [user name]	Listed user enabled a camera.	N/A
FYI	VIGIL Server	Capture thread stalled, capture board has been reinitialized (Thread:[thread number])	Seen on Comart capture card systems, this indicates that the capture threads had stalled and were restarted.	N/A
FYI	VIGIL Server	User Login:[user name]/ "Console Log" will be listed in function column	Listed user logged on to VIGIL Server.	N/A
FYI	VIGIL Server	User Logoff:[user name]/ "Console Log" will be listed in function column	Listed user logged off of VIGIL Server.	N/A
FYI	VIGIL Server	The joystick module is not registered and the trial period is over.	Should only show on pre v6 systems. The joystick module expired.	N/A
FYI	VIGIL Server	User start recording on [channel name] /Audio or Video will be listed in the function column, user name will be listed in the state column	The listed user manually started recording on the listed channel.	N/A
FYI	VIGIL Server	User stop recording on [channel name] /Audio or Video will be listed in the function column, user name will be listed in the state column	The listed user manually stopped recording on the listed channel.	N/A
FYI	VIGIL Server	Camera [camera name] enabled by user [user name]	Listed user enabled a camera.	N/A
FYI	VIGIL Server	Open Live: Camera[#]	A live camera stream has been opened. Only logged for VIGIL Client. Device type [Client], User and Session ID are listed in the State column.	N/A
FYI	VIGIL Server	VIGIL Server – Open Playback: Camera #., Time: (YYYY-MM-DD HH:MM:SS) – (YYYY-MM-DD HH:MM:SS)	A playback was opened / closed via Server or Client UI. Device type (Client/Server) will be listed in the State column.	N/A

Severity	Module	Entry Message (in Log)	Meaning	Action Items
FYI	VIGIL Server	UsagePerformanceChange from "0" to "1" UsagePerformanceChange from "1" to "0"	User Audit has been enabled / disabled. 0=Disabled, 1=Enabled	N/A
FYI	VIGIL Server	Audit criteria added: User: [Name] Type: [Criteria Name], Value: [#####], Interval: [Interval] Audit criteria deleted: User: [Name] Type: [Criteria Name], Value: [#####], Interval: [Interval]	User Audit - User Performance Criteria has been added /deleted	N/A
FYI	VIGIL Server	PortDataM change (#) from (#) Data change (#) from (#)	VIGIL Server TCP/IP Ports have been changed.	N/A
FYI	VIGIL Server	VIGIL Server Reset Initial Footage Date	The VIGIL Server initial footage date has been reset. User is listed in State column.	N/A
FYI	VIGIL Server	Added AUX Device : [Name] Removed AUX Device : [Name]	An AUX device has been added/removed. User is listed in the State column.	N/A
FYI	VIGIL Server	Group Added: [Name] Group Deleted: [Name]	A User Group has been added / deleted. Source and User are listed in State column.	N/A
FYI	VIGIL Server	UseClientAsMainInterface change (1) from (0) UseClientAsMainInterface change (0) from (1)	Client as Main Interface mode has been enabled / disabled. 0=Disabled, 1=Enabled	N/A
FYI	VIGIL Server	KioskModeEnabled has changed from "0" to "1" KioskModeEnabled has changed from "1" to "0" Viewer Started / Stopped	Kiosk Mode has been enabled / disabled 0=Disabled, 1=Enabled	N/A
FYI	VIGIL Server	Output relay # was opened by User. Output relay # was closed by User.	Output relay has been triggered by user. User profile name and relay states are listed in State column.	N/A
FYI	VIGIL Server	Email notification added: user@domain.com , Notification Type: [Type], Recipient Type: To, Enabled: [1/0]	Email alert added. User and Source is listed in State column.	N/A
FYI	VIGIL Server	SettingsChangeTime change (YYYY-MM-DD HH:MM:SS) from (YYYY-MM-DD HH:MM:SS)	The VIGIL Server system's time or time zone has been changed. Source and User listed in State column	N/A
FYI	VIGIL Server	Last shutdown was not graceful	The VIGIL Server experienced an unexpected shutdown.	Check Windows system logs for any related issues. Power kernel events may indicate hardware issues leading to shut down. Contact support if issues persist.
FYI	VIGIL Server	User added: [Name] User deleted: [Name]	A user profile has been added / deleted to the VIGIL Server	N/A
FYI	VIGIL Server	User Stop Recording On Cam#"	A camera has had its recording disabled. User name and source (Client/ Server) listed in State Column	N/A
FYI	VIGIL Server	Camera '[Name]' Disabled by User Camera '[Name]' Enabled by User"	A camera has been enabled / disabled by a user. User and source (Client / Server) is listed in State column.	N/A
FYI	VIGIL Server	RecordSpeed[Constant/Motion/Alarm] has changed from "#" to "#" on Cam(#)	Camera FPS recording value has been changed.	N/A
FYI	VIGIL Server	CameraName has changed from 'Cam(#)' to 'Cam(#)'	A camera name has been changed.	N/A
FYI	VIGIL Server	MotionAlarmEnabled has changed from "0" to "255" on Cam(#) "MotionAlarmEnabled has changed from "255" to "0" on Cam(#)	The video motion alarm has been enabled for the listed camera. 0 = disabled. 255=enabled.	N/A
Module: HD Viewer				
FYI	HD Viewer	HD Viewer Started / Stopped	HD Viewer has been started / stopped.	N/A

Severity	Module	Entry Message (in Log)	Meaning	Action Items
Module: VIGIL Update Service				
FYI	VIGIL Update Service	Receiving Update (UpdateFilename.vgl)	An update has been pushed from VIGIL Central Management (VCM) to the VIGIL Server.	N/A

3 Contact Information

If you require more information, or if you have any questions or concerns, please contact 3xLOGIC Support:

Email: helpdesk@3xlogic.com

Online: www.3xlogic.com