
FAQ

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1 Computer hardware

Video & audio board depend on the computer hardware (including common PC hardware and industry PC hardware), it exists compatibility with the PC, this is a reason why some DVR can't work or unsteadiness. so, it's important to DVR that select the suitable PC hardware.

1. Recommend configure

Base the difference of DVR system magnitude and ratio of the capability and value , we test some PC hardware to reference. For the DVR system, compatibility depends on the motherboard and display card, stability depends on the clean the data of the disk, so, HDD is important to the DVR system.

Test result:

Common PC

Case		Case 1	Case 2	Case 3
Device		(865PE-A)	(915PL)	(945P)
Device List	MB	ECS	Intel	gigabyte
	CPU	P4 2.4	C4 2.8	P42.8
	Display card	ATI 9200 64M	ATI X500 128M	ATI X550 128M
	RAM	DDR 512 M	DDR 512M	DDR 512M
	HDD	Maxtor or seagate		
	Power	300W,please according to the device load.		
Application Environment		≤40 ch	≤48 ch	≤64ch

Table 1-1

2. FAQ

2.1 The motherboard can't find card ?

After windows start, can't find the video & audio compression card in device manager. First, confirm

this card is a good card(can work normally),maybe the card and the PCI were fall off, shut the computer off and insert the card again or change another PCI.

For the old Mother board, maybe PCI was mangled. Suggest user don't use the motherboard based VIA series chipset. This kind motherboard are not good with the card in compatibility. Recommend user use INTEL series motherboard possibly. And ,use the famous produce possibly(eg:ASUS,GIGABYTE,MSI etc.)

2.2 The card driver could not be installed, even after the exchange of PCI.

On the PC motherboard, this kind of issue could be excluded if the proper products have been chosen. (Please note: The case that the driver program has been damaged in the copy is not included.)

2.3 The computer can't start or can start but BIOS can't run after insert Video &Audio compression card, the computer can start when no Video & audio compression card.

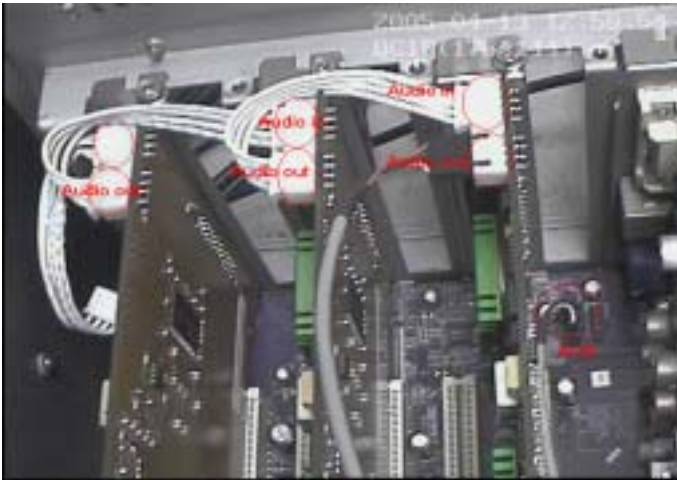
Video & audio compression card have been mangled;


The card and the PCI not tough tightly;

If there load much device——multi-card, multi-HDD, the electrical power not enough.

2.4 There is audio when playback, but no audio in realtime.

Please check the connection of the card's audio output port with motherboard's audio input port. And check multi-card's linkage.



In addition, please open the realtime audio monitoring in software. . Realtime audio data is transmit from card to motherboard directly, not through compress chip, so, ensure the correct connection of the card and motherboard.

2.5 DVR Server host freeze or re-start automatically after run a period of time.

First, ensure the compatibility of the hardware.

If the virus reason could be excluded, please check whether the system of dispersing heat works normally. In fact, for the stack cards and multi-HDD situations, to disperse the heat normally is quite crucial

II、 The Software and Internet

1 . The Recommended Running System

1. The Recommended Running System

Currently, based on the Video Card, there are some stable running systems:

Windows 2000 Professional+SP4 (strongly recommended)

Windows 2000 Server+SP4

Windows XP +SP2

Please do not run any other software together with surveillance software, in order to avoid any incompatibility problem.

2 . FAQ

2.1 The DVR board could not be found after the start-up of software

Actually, there are several possible reasons for this problem:

The running system has not been restarted after the installation of driver. Even though the running of surveillance software is available without the restart of operation system, to restart the operation system is recommended.。

The Audio/Video card has been damaged. So please confirm whether the cards are in good condition.。

The software has been damaged. This could also result in the start-up problem, especially with the USB disk copied software due to the different qualities of USB disk. So please pack the files with WINRAR in order to insure the good condition of software.

The Audio/Video card is not compatible with PC motherboard. Currently, this kind of problem is the most common one. So please adopt the recommended PC motherboard.

The drive is not compatible. Please adopt the drive that is compatible with software version.

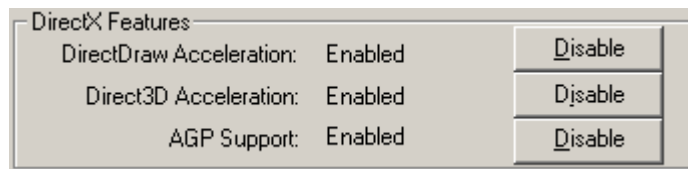
2.2 There is no video image with the screen split after the successful start of server software.

This kind of problem has been encountered with some old motherboard, such as 815 series. This is resulted from the poor compatibility of motherboard or graphic card (such

as TNT series). So please adopt the recommended PC configuration..

On the motherboard with integrated graphic card (alone memory or share memory), too many video cards (more than 8 channels) would result in the image problem. So please adopt the well-known independent graphic card, such as PCI, AGP, or others.

If the PC configuration problem is excluded, then please confirm whether the version of DirectX is above 8.0 (9.0 is recommended), and whether the DirectX function of graphic card is open. Please run the dxdiag, enter the “display”, to see whether the three following functions have all been started. Especially for remote surveillance, the black screen or colorful screen will appear if these are not started in the client PC.



2.3 After the server started, the split window no image and display pink, but there have image when enlarge(double click of the mouse).

Check your display card, use the display card which we recommended. And, try to change other vision driver of the display card.

2.4 The image stagnates after several switches of the screen in the server, which even results in no response from the software or crash of PC.

Especially for the hardware digital video recorder with more than 16 channels, if the CPU configuration is too low and the graphic card is not good enough (such as the integrated graphic card, the earlier graphic card), then there will be the stagnancy or even crash of PC when switching the video screen.

2.5 Some issues concerned with cleaning and writing the HDD

As for this kind of problem, cleaning and writing the HDD is the most common. In other words, the files could not be established or deleted. But the files, which are prompted as undeletable, could be deleted manually. The possible reasons are:

The bugs of the operation system itself. There is no patch, Windows 2000+SP4 patch , Windows XP+SP1 patch.

Please remember to install the patch of disk accelerator for the motherboard, Intel Application

Accelerator (Intel series chipset motherboard). Especially for the customers using 815 series motherboard, please do not forget to install the patch of driver of the disk for the motherboard. Intel Application Accelerator (Intel series chipset motherboard). Otherwise, the trouble with cleaning or writing the HDD could be easily brought out.

The damage on the HDD logic. This is quite probable after the long time working of HDD. The solution is to adopt the HDD repair tool to construct the files index.

The physical damage on the HDD. Actually, this kind of problem is the quite serious one. The low-level formatting is needed to separate the damaged area..

2.6 The client could not watch the server remotely in LAN

Please confirm whether the server has started the internet client function.

Please confirm whether the setup of DVR is correct in the client, including the IP address, the user name and the password. Meanwhile, please confirm whether the current account has the right to see the video.

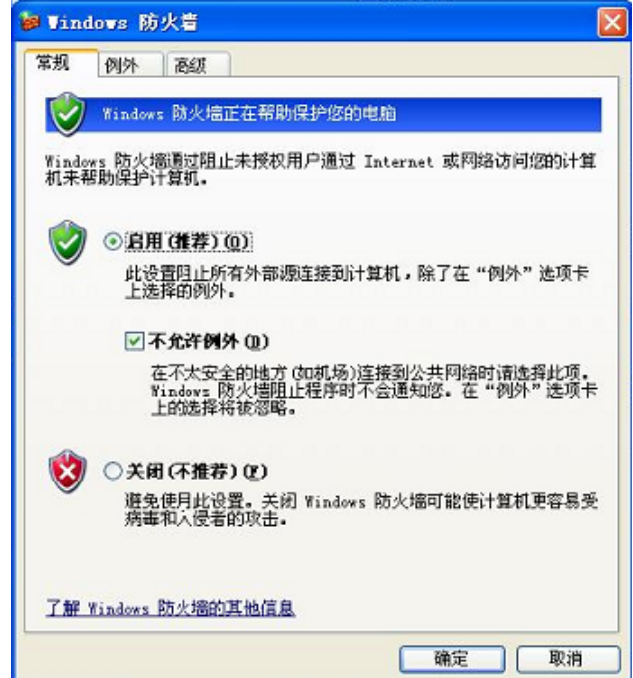
The local network firewall (not the virus firewall) has stopped the video data and the control instructions. The most common firewalls are rising firewall, Norton Internet Security etc. The solution is to set in the network rules or close the firework temporarily. The Windows XP+SP2 has integrated the network firewall (see the following figure), and then if the remote surveillance is needed, please lower the safety level respectively, or close the firewall.

2.7 The client accesses the remote surveillance server through WAN, and the set of sub control and main control are correct, but the preview could not be opened.

If the DVR server accesses the internet through router, please confirm whether the port mapping has been started. As for client software, please map the 5100 port to the DVR server. As for IE client, please map the WEB port to the DVR server.

If the client could PING the server which accesses the Internet through router, actually, it only PING the router but not the server. The correct solution is to scan the port via professional scanning tool, such as the Super Scan. (Please refer to the port illumination in the Software Manual.)

If the server accesses the Internet through dynamic domain name, please confirm whether the



domain name is online

Please confirm whether the accessed IP address is the valid public Internet IP address. Some customers are not aware of the public IP address and the local IP address. If so, the awareness and consultation concerning these are needed.

2.8 The IE has been linked correctly to the server, but there is no video image.

This kind of problem probably results from the inadequate buffer of IE client if accessing the remote server through public net. There are too many users of ADSL currently, and when the server uploads data to the IE client, the speed is quite slow even though the counterpart could download the data quickly due to the bottle-neck of ADSL: the unsymmetrical transmission mode, which makes the upload slow but the download quick. Therefore, it will take long time for the client to receive the audio/video information, especially during the Internet peak period.

The version of DirectX being lower than 8.1 could also result in this kind of problem. To upgrade the version of DirectX to 9.0c is recommended.

Please confirm whether the DirectX function of graphic card has been started.

2.9 The ActiveX could not be loaded when accessing the remote surveillance through IE.

Please confirm whether the browser has been set correctly (see figure):

- Open the internet browser
- Enter **Internet**→**tools**→**internet options**
- Enter security item.
- Set all the options for ActiveX controls and plug-ins as use, then choose OK and save.



If the IE has not adopted port 80 as the access, please check whether the address is correct.

For example,

<http://192.168.0.102:1280>

<http://cqax.meibu.com:1280>

Meanwhile, please check whether the port setup in the server is correct.

The IE ActiveX could not be loaded or there is IE ActiveX loading failure. On the basis of correct setup, please note whether there is the third-party software, such assistant of network, rising, Norton etc, which has blocked the loading. The solution is to close the options for ActiveX in the virus-proof software.

2.10 The setups needed when the surveillance server accessing Internet through router.

Some pre-work are needed if the client or IE wants to visit the server that has accessed the Internet through router.

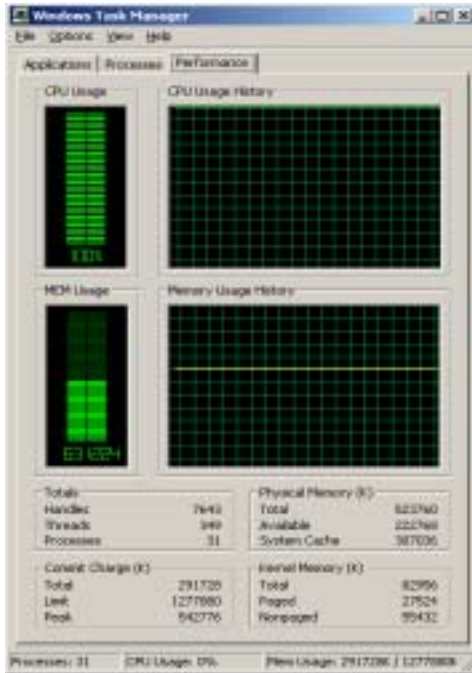
The server needs to do the port mapping, mapping the referred public IP address to the IP of internal server. Thus the instruction from the external net could be passed to the server through router, in order to get the immediate feedback.

When the IE remote surveillance is needed, the 1280 or other ports could be used in order to avoid the conflict between the IE port of server and that of router. Then insert the domain name + port (<http://cqax.meibu.com:1280>), otherwise the visit to router but not the server could easily be resulted in, even though the IP or domain name has been inserted.

The user of dynamic domain name should keep the dynamic domain client software online.

2.11 The problem of losing frame is serious, the delay is distinct, and nearly 100% CPU is taken up during the remote surveillance.

Large percentage of CPU of the client will be taken up due to the decoding by CPU for the audio/video data from the server during the remote surveillance. If the PC configuration of the client is not very good, but many channels are needed, the problem is quite probable. Therefore, please open limited video channels at the same time. (See Figure)



Besides, if there are many channels, please do not open all the channels at the same time.

If there are too many video channels in front, please separate the channels in the same server to several groups, in order to avoid the slow response or crash of the PC.

2.12 The video could not be displayed normally after the reinstallation of system or the upgrading of software.

This kind of problem probably results from the mismatching of software with card's drive. Please install the drive that is accordant to the version of software.

Usually, the accordant drive is available in the installation file if you download the software.

2.13 The software could not be started or quitted normally.

The software could probably be damaged due to the incorrect closing or restart of PC. Simply, the DvrMain.exe and Softdog.exe could be stopped. (See Figure)

Image Name	PID	CPU	CPU Time	Mem Usage
System Idle Process	0	97	26:45:28	16 K
System	4	00	0:01:16	212 K
SMSS.EXE	140	00	0:00:00	344 K
CSRSS.EXE	164	00	0:00:03	1,964 K
WINLOGON.EXE	184	00	0:00:00	1,964 K
SERVICES.EXE	212	00	0:00:13	5,696 K
LSASS.EXE	224	00	0:00:00	1,116 K
ag2devoc.exe	324	00	0:00:00	1,300 K
rftserv.exe	400	00	0:00:00	2,024 K
svchost.exe	412	00	0:00:00	3,156 K
CCenter.exe	440	00	0:00:00	1,116 K
RevMonD.exe	456	00	0:02:38	8,920 K
spoolsv.exe	548	00	0:00:00	4,276 K
DevMain.exe	556	00	0:45:01	1,504 K
svchost.exe	596	00	0:00:00	5,696 K
ntstatk.exe	652	00	0:00:00	2,720 K
WinMgmt.exe	704	00	0:00:04	616 K
svchost.exe	716	00	0:00:13	12,568 K
Softlog.exe	744	00	0:45:01	1,480 K
RevStub.exe	828	00	0:00:00	2,064 K
AcroTray.exe	884	00	0:00:00	1,104 K
explorer.exe	1108	00	0:00:20	3,792 K
ag2devoc.exe	1224	00	0:00:00	1,220 K
ag2pcc.exe	1228	00	0:00:00	2,868 K
Internet.exe	1256	00	0:00:00	5,704 K
rftmain.exe	1280	00	0:00:00	4,320 K
RevTask.exe	1288	00	0:00:09	244 K
RevMon.exe	1300	00	0:00:02	1,760 K

2.14 About the trial version of the software.

We have offered the trial version software . The users could download software from our website. Actually, few functions have been restricted with the trial version software.

There will be a popup instructing the users to register the software at the start-up.

The video data will not be deleted automatically when the HDD is full. The cleaning of HDD manually is needed.

2.15 How to get the register license.

If you buy hardware from Digivision Technology, you will get a CD, which contains the registered software and the manual.

If you buy software from Digivision Technology, there is one way to get the license. The one is to send the serial number to us via MSN or email, and then we will send the registered license to you. You could copy the license to the DVR installation files directly.

Besides, there are two ways to get the serial number:

In the popup at the start-up of software.

To run the ReadCardNo.exe in the installation files of software.

2.16 About the OEM software.

Netvision products support OEM. If the users need to add their company's information, please follow the below procedures:

To change the pictures with the named Flash.bmp.

To change the logo with logo.bmp.

Please copy the changed pictures to the CopyFile. The original pictures will be changed to these new ones at the reinstallation of software.