

# NVR Troubleshooting





## NVR Troubleshooting

**there's no video sometime**

1. Check the network to see if there has IP conflict, whether there is packet loss.
2. disable plug and play function



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### Added IPC is not online

1. Make sure the IPC is on power and the network is OK.
2. Check IPC, user name, password.
3. Check bandwidth in of NVR,  
and the sum bit rate of IPC must less than bandwidth in of NVR.





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**Live View is black.**

1. If ipc is H.265 and NVR is H.264, Live View will be black.
2. Check the resolution of all IPCs; maybe NVR don't support it.
4. To check if it's a network problem .



## NVR Troubleshooting

### NVR UI run slowly

1. Network problems: check if there is IP conflict or MAC conflict.
2. Hard disk problems: change another SATA port.

make SMART detection of hard disk, if show "disk problems", need to replace the hard disk.