Does your software support XXX camera? How can I get the video stream?
How to deal with corrupted video image at bottom? (PacketBufSize Issue)
What edition of Genius Vision NVR am I using?
I can't see video on my browsers, help!
    Do I need to use "[Intall additional codecs]" to see video?
How to enable alarm sound?
How do I set pre-record and post-record interval? What's ActivityInterval?
How do I know if S-Motion is working properly?
Can you provide ".xgv" or ".xsf" footage file player?
How to trigger alarm on motion detection?
How to enable video loss alarm in latest software?
I have a lot of questions, can you help me with all of it at once?
Does your NVR support a large number of cameras?
How to use USB joystick
How to disable tamper detection
How can I acknowledge alarm for all channels
How to backup all configurations i.e. camera, scheduling settings from the test server to a new server?
Is it possible to support dual stream for ONVIF cameras?
How to add a new map onto the Google map
Is it possible to use watermark on video?
Could I just install the viewer instead of the whole package of the software?
How to calculate the required quantity of licenses
I can't connect to ONVIF camera of VendorX/ModelY. Please help.
I can't see YouTube tutorial video because I'm in Mainland China. What do I do?
How to configure web server
    Configuring web server
    Attention: Used TCP Ports
I have a problem regarding AVI export, what can I do?
How to collect log information?
    InfoCollector
    Collecting NVR server logs
    Collecting NVR client logs
    Collecting NVR server crash dumps in Windows 7
How to use InfoCollector to Collect Log Files
    What is a InfoCollector?
How to use Memory Watchdog
    Memory Watchdog Overview
How to enable 3G video streaming
    Why can't I see 3G video streaming?
How to rebuild archive data index table
How to activate the video analytics?
How to get counting results?
What should I do when the video staggers?
What is the difference among different AVI Profiles for export footage?
How can I reset system password (I have changed password from default and forgot it)
I can't enter camera IP address correctly. Example: tried to enter 192.168.20.22. program will only

allow 19.16.20.22.
How to make software full screen from startup in windows
How can I get the cost of commercial licenses
How to deal with "online license check failed" message
What's the size and frame rate of 3GPP video
Does Genius Vision NVR software support remote TV wall
Does the recording overwrite oldest video when storage is full?
What storage expansion solutions are supported
Why can't I see NAS drive letter mapping on storage configuration?
What are the supported file output formats
What are the video codecs currently supported
What are the supported OS
How to get started with GvClientX SDK
How to open remote storage map folder of a managed NVR on CMS
How to switch off the notification in the system briefcase viewer and in the live video
What data is needed for the software rebranding
What are software development branches
What are the differences among Commercial Edition, Community Edition, and Lite Edition?
How to tell if I'm using Community Edition or Commercial Edition?
What's the license restrictions of the Community Edition
Does the software support feature X (unsupported and unplanned)?
Why can't you implement support of feature X?
Can you do some kind of software modification?
I see a promising market of XXX, but I need you to modify your software a bit. Can you do it?
Do you have LPR or Face Recognition?
Can you confirm that your software conforms to a particular technical or bidding specification?
Can you confirm that your software is compatible with camera VendorX/ModelY?
I have a CCTV system with components A,B,C,D,E combined with your software, can you make sure it will work?
I have a system with components A,B,C. Can you suggest how to choose components D,E,F that will work with A,B,C properly?
I need a system with requirements A,B,C,D,E. Can you please design such a system for me?
Can you help to build system architecture for projects?
Can I install both Community Edition and Commercial Edition on the same computer?
I have a Foscam model X but I cannot get it to connect to the NVR
I have N cameras installed in M network with R router, accessed by P computers. Can your software work well with all these?
How many cameras can your software support?
We are looking for a special software solution with requirement A,B,C,D,E. Can you do it?
I have some very specific needs for requirements A,B,C,D,E. Can your software be tuned to fulfill those all?
I have a user operation question. Help!
I see a camera VendorX/ModelY is listed as "supported camera" on your official website. Can you guarantee the compatibility?
What are the technical support policy of non-paid user or non-direct customer?
I can't connect Mobile APP to the NVR. Help!
Can you please provide hybrid capture card price?

What are the standard license purchase terms?
Is the software license fee one-time or annual?
Can a multi-channel license code to be installed on different PCs?
What kind of support will a paid customer receive?
If one decide to upgrade Professional license to Intelligent, does one pay only difference or full price?
Can I mix Professional license and Intelligent license on the same PC?
Can you add support to camera VendorX/ModelY?
Can you add support to FunctionZ to camera VendorX/ModelY?
I can't use PTZ on VendorX/ModelY camera. Help!
How to execute patrol function
I can't use FunctionZ on VendorX/ModelY camera. Help!
I can't connect to remote NVR. Help!
I can't connect to my ONVIF-compliant camera. Help!
Can you recommend a camera on your list?
Can I use Gmail, Yahoo, or Hotmail to receive trigger policy notification?

Does your software support XXX camera? How can I get the video stream?

1. Try to connect by using RTSP protocol.
2. Alternatively, connect via ONVIF with our latest version, more advanced functions/settings can be found on the ONVIF camera matrix. If you can't not find the models you are using, you may urge your supplier to contact us for "free ONVIF verification service"

See also

- I see a camera VendorX/ModelY is listed as "supported camera" on your official website. Can you guarantee the compatibility?
- Can you confirm that your software is compatible with camera VendorX/ModelY?
- Can you add support to camera VendorX/ModelY?
- Can you add support to FunctionZ to camera VendorX/ModelY?
- I can't use PTZ on VendorX/ModelY camera. Help!
- I can't use FunctionZ on VendorX/ModelY camera. Help!

How to deal with corrupted video image at bottom? (PacketBufSize Issue)

How to diagnose

If you experience corrupted video like the images below, it's probably because of the PacketBufSize (packet buffer size) issue. There're fixed patterns for this issue. Other symptoms such as stuttering, artifacts, distortion, video loss…, usually indicates that PacketBufSize is not the cause.

Image 1. The lower part of the video is not decoded correctly and becomes stripes.

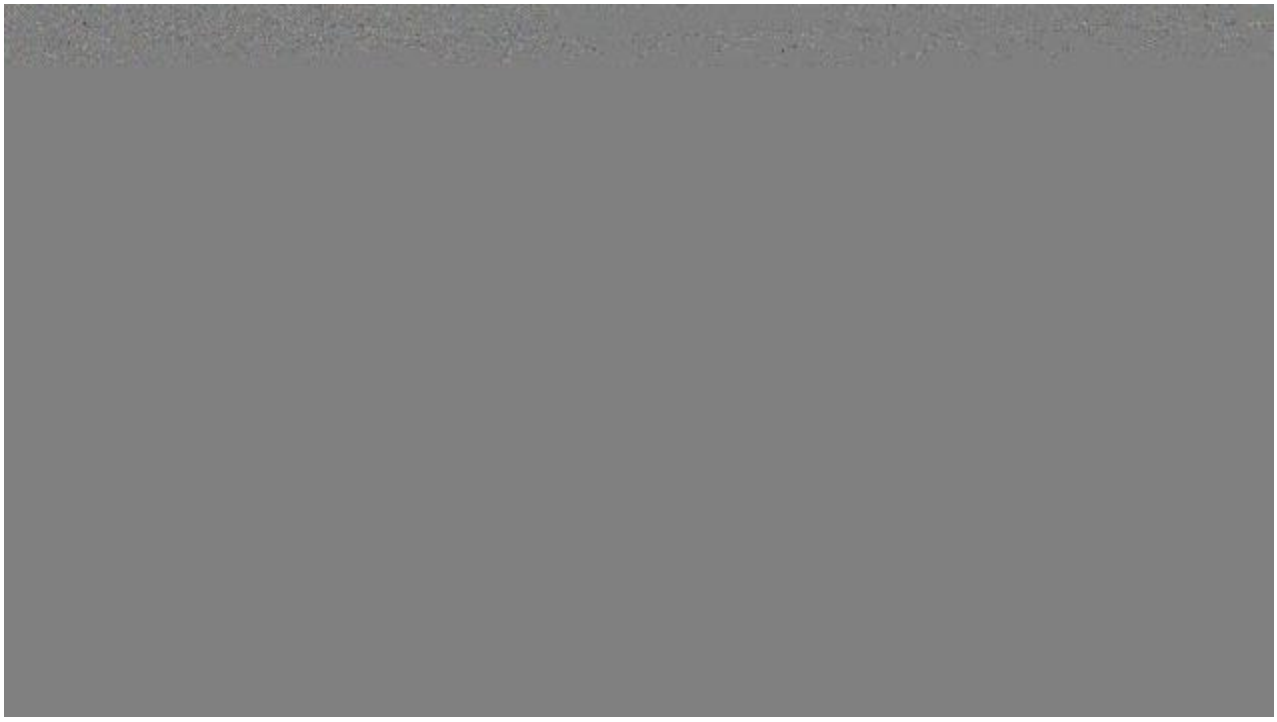


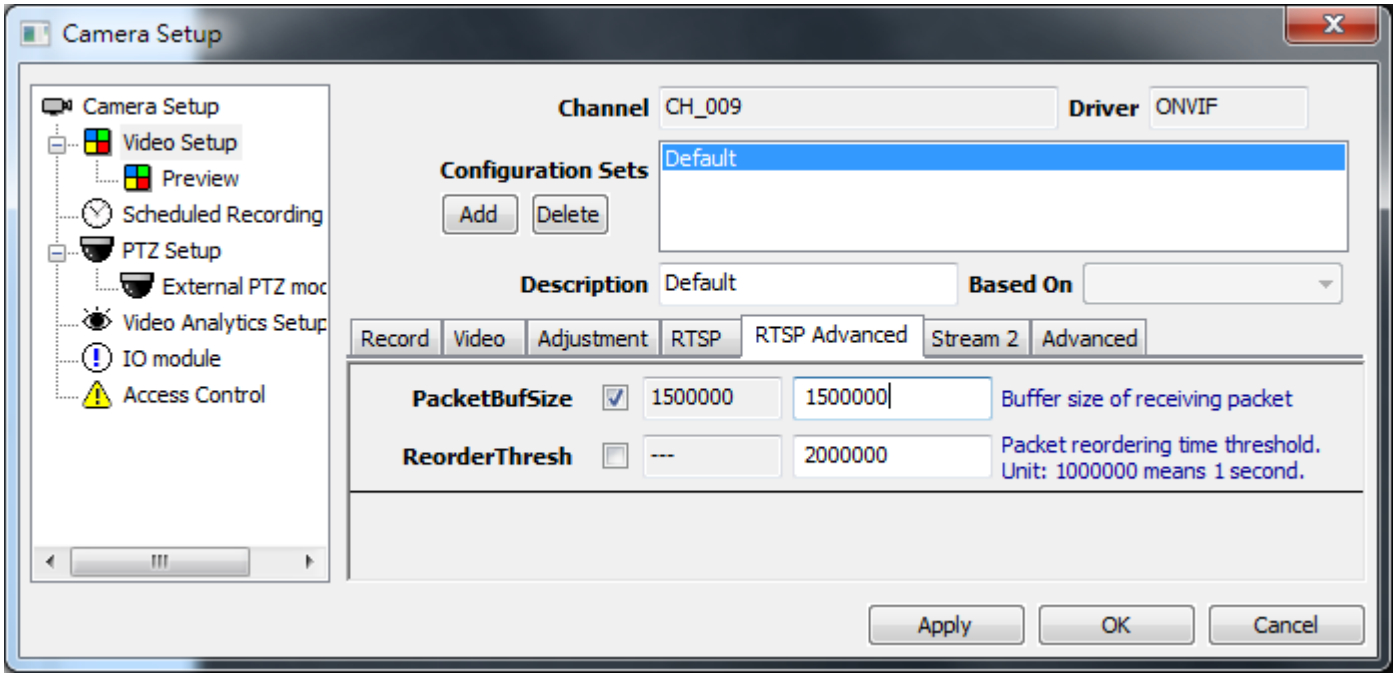
Image 2. The whole image is gray.

What cameras are affected

The PacketBufSize issue affects all cameras streaming video via RTSP (Real Time Streaming Protocol). This includes all ONVIF cameras, which are widely used today.

How to fix

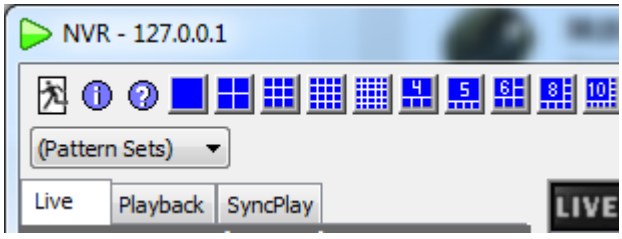
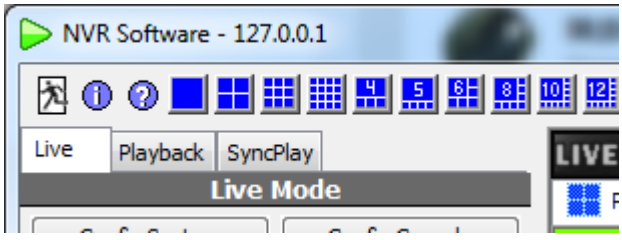
In Genius Vision NVR, you can configure the PacketBufSize for RTSP in **Camera Setup** dialog, under **RTSP Advanced** page. Experiment with different settings. Unnecessarily large values are not good for system health as it consumes more memory.

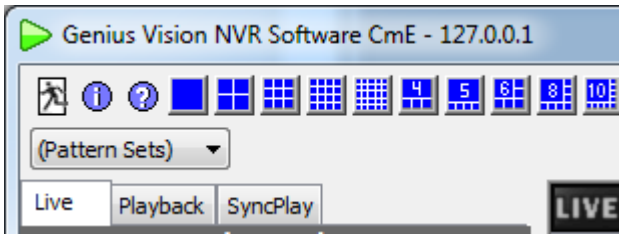


If memory is tight (it's quite common when multiple megapixel cameras are connected), might as well change the video setting of the camera instead. Lowering resolution or quality usually helps.

What edition of Genius Vision NVR am I using?

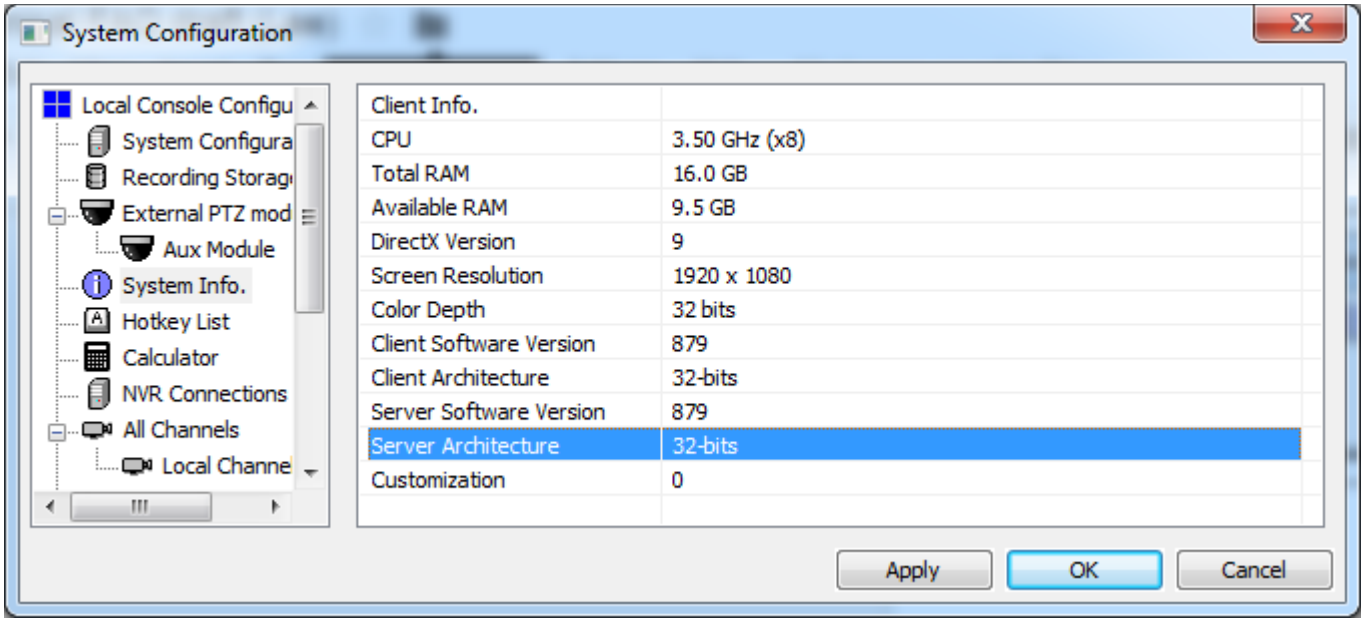
By looking at the caption of the NVR window, you can tell what editions you are using. There are 3 major editions:

	Commercial Edition http://geniusvision.net/index.html
	Lite Edition http://geniusvision.net/nvr-lite.html



Community Edition
http://geniusvision.net/community.html

For 32/64 bit, check System Information page in System Configuration dialog. Keep in mind that client (interacts with users) and server (runs in the background) may use different versions. Look for **Client Architecture** and **Server Architecture** if you need to know what versions they are using.



See also

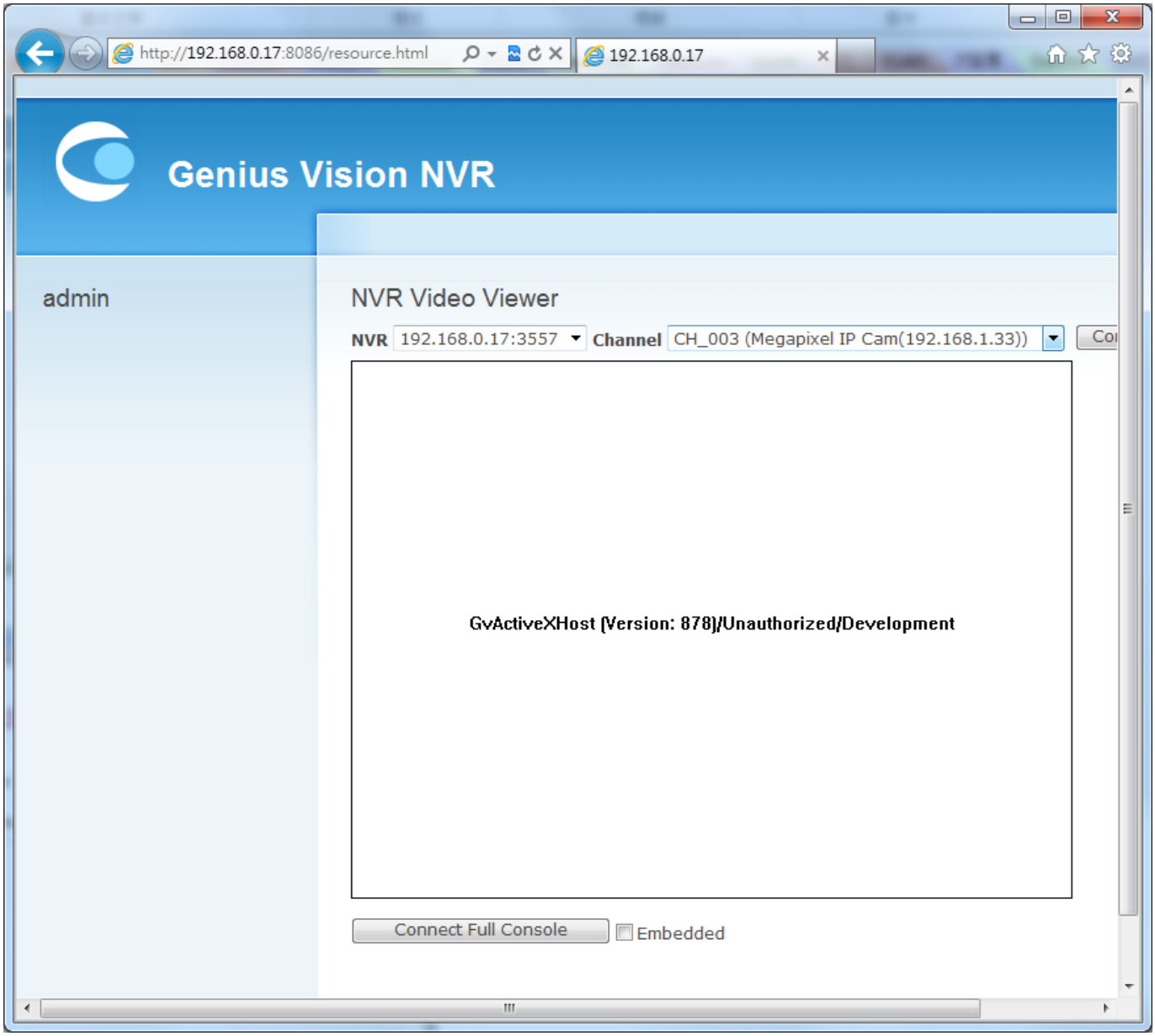
- What are the differences among Commercial Edition, Community Edition, and Lite Edition?

I can't see video on my browsers, help!

First of all, as a product feature specification, we only support Internet Explorer, not Safari, Chrome, or Firefox etc. We might add support for other browsers in the future, but not right now, and they are not planned (so don't ask me when, it's not easy).

Secondly, Internet Explorer are known to suffer compatibility issues since version 9. So sometimes you need to use "compatibility view", as illustrated as follows:

After enabled compatibility view, the screen become prettier, which is the correct one:



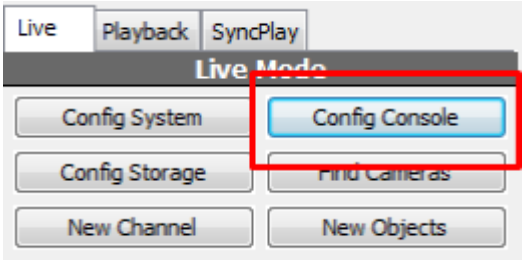
Thirdly, if you are using Community Edition, then the ActiveX control CAB files are not packaged within the software installer, but on our web server. So you need to **open your Internet connection** on your client PC in order for IE to download the CAB files required to activate the video display control.

Do I need to use "[Intall additional codecs]" to see video?

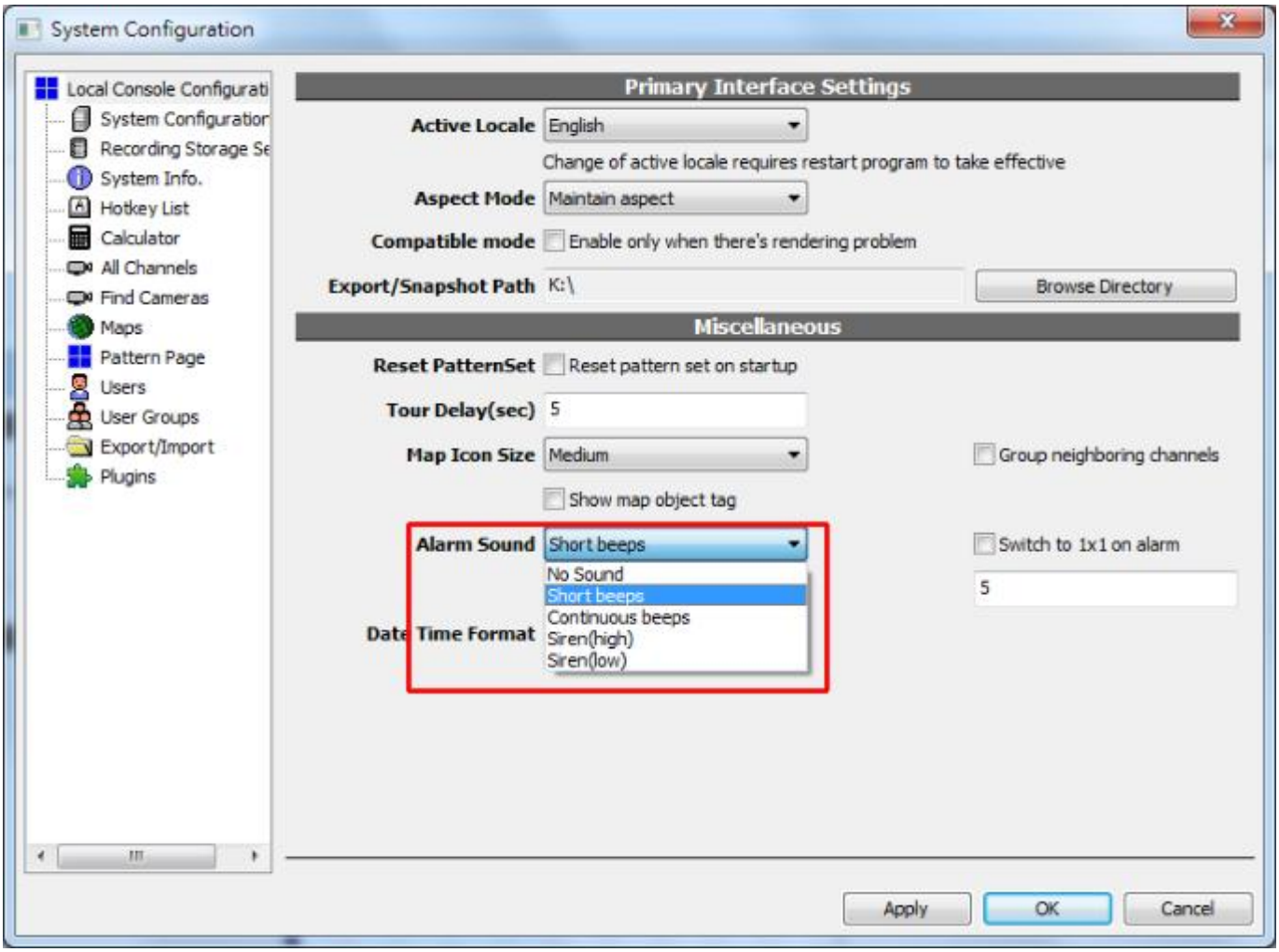
Only if you can't see the video correctly. The original ActiveX control can already support most video.

How to enable alarm sound?

Open the Console Configuration by clicking "**Config Console**"

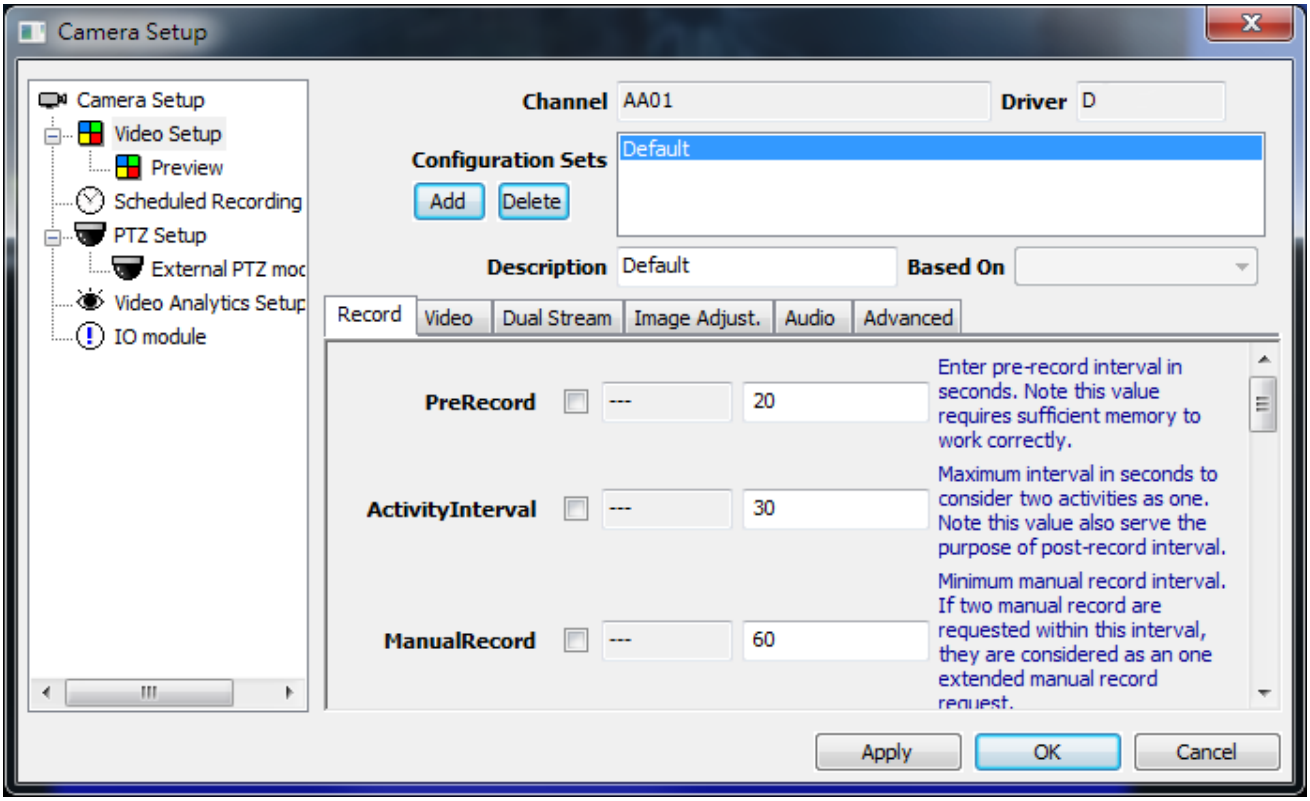


Adjust the option value indicated in below screenshot:



How do I set pre-record and post-record interval? What's ActivityInterval?

In Camera Setup dialog, Video Setup tab, use **PreRecord** and **ActivityInterval** to set pre-record and post-record intervals.

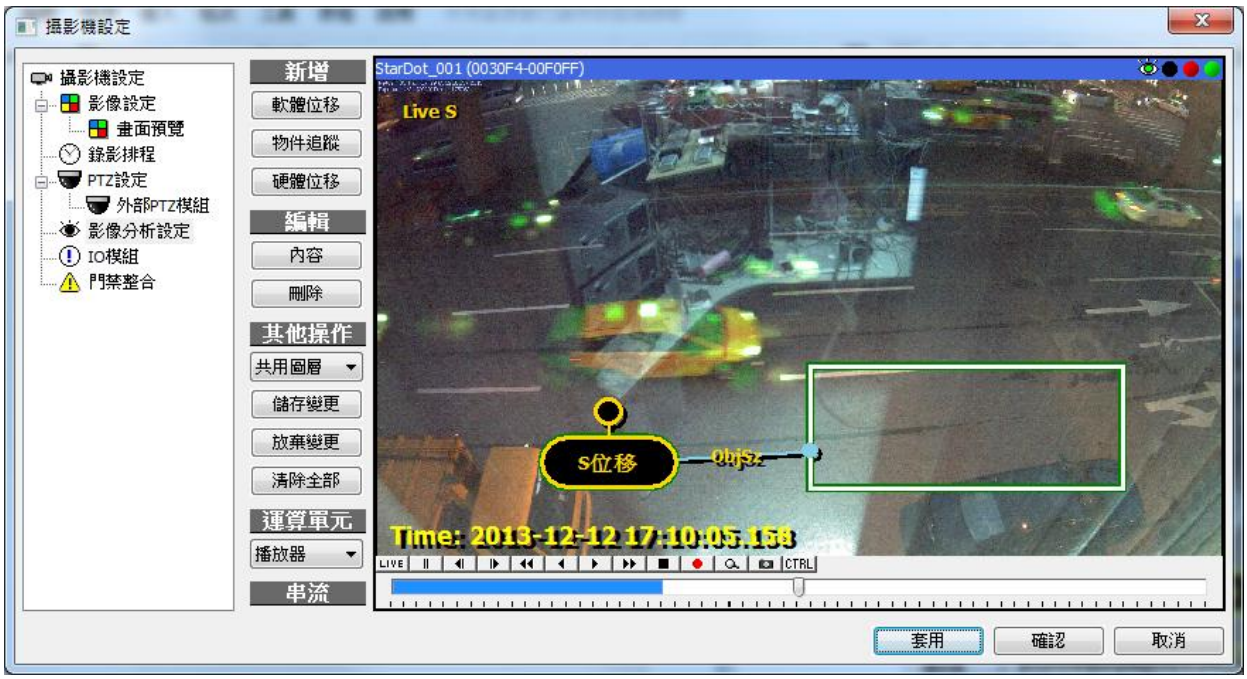


The intervals are used to extend video recording beyond event (activity) beginning and ending. It's easily visualized in timebar: event mode. The orange segment is the event and the green segments are pre-record and post-record intervals. Also in the post-record interval (ActivityInterval), any new event will be considered as the extension of previous event and recorded as single event in database.

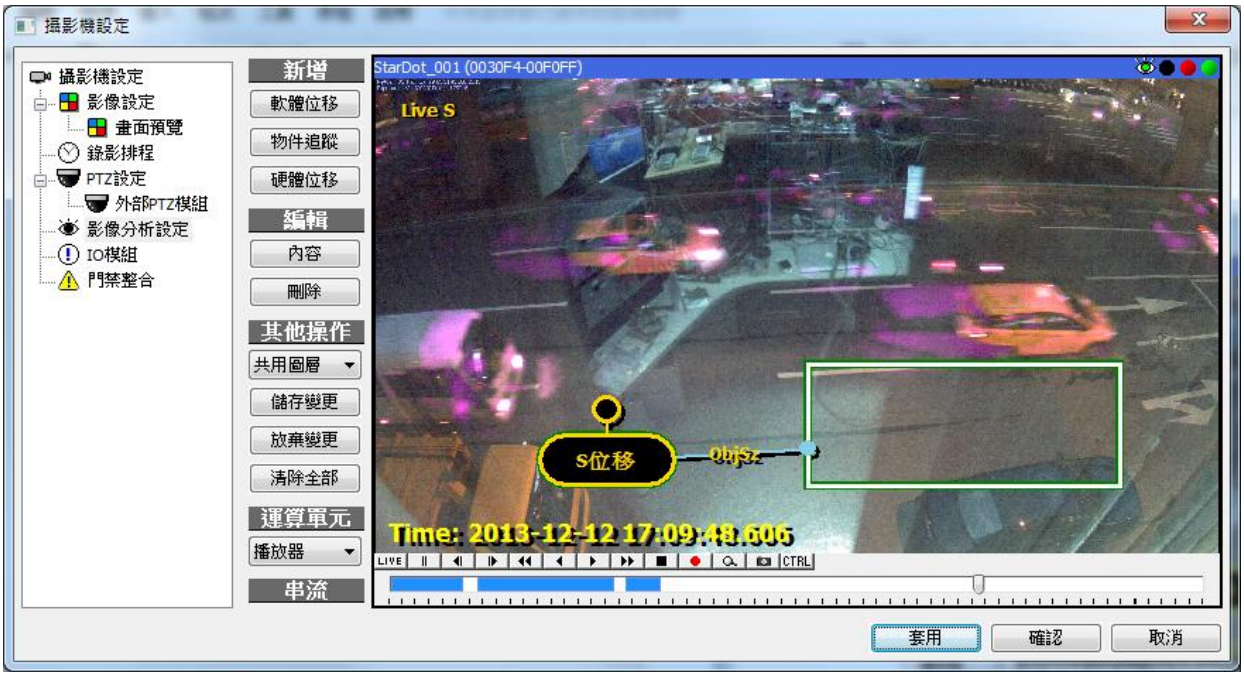
How do I know if S-Motion is working properly?

- S-Motion engine has NO knowledge of object (vehicles, people...).
- S-Motion engine has NO background learning. It simply compares current frame and previous frame, and count changed pixels.
- Parameter "Threshold" determines how a single pixel is considered "changed". Object Size (ObjSz) determines how many changed pixels are required to trigger motion event.
- Aspect ratio of Object Size (ObjSz) has NO effect on motion detection. Only total pixel count is used.

Green overlay indicates that motion is detected but total pixel count is too small to trigger motion event.

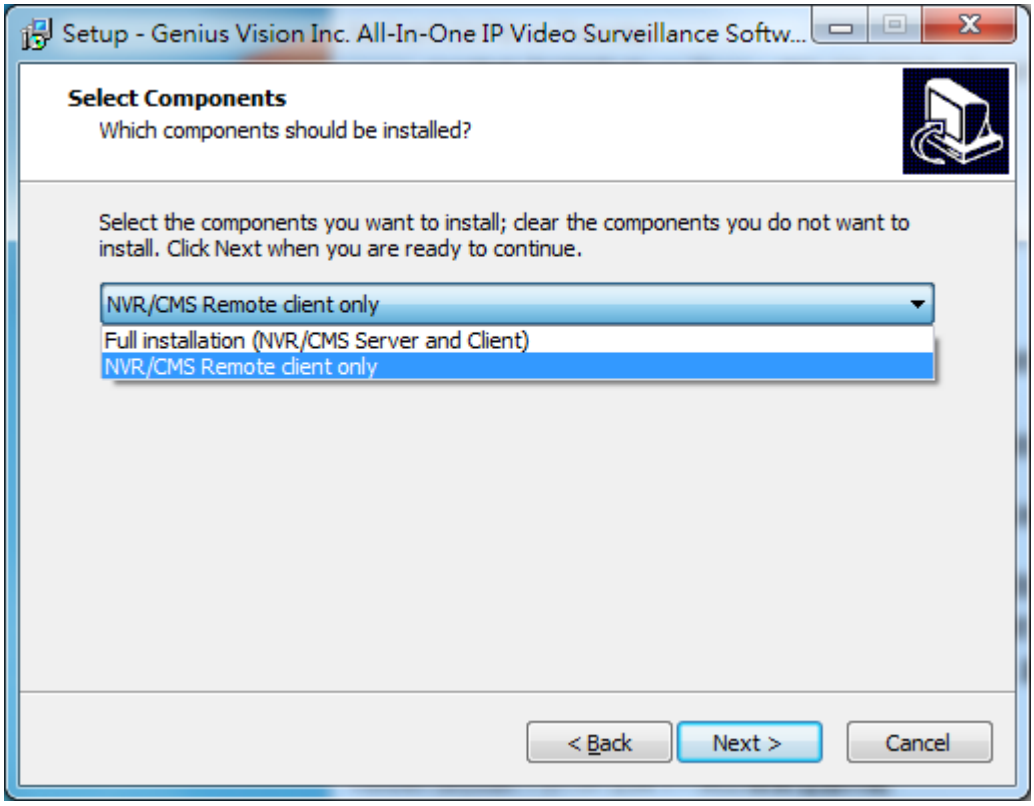


Purple overlay indicates that motion event is triggered and video will be recorded.



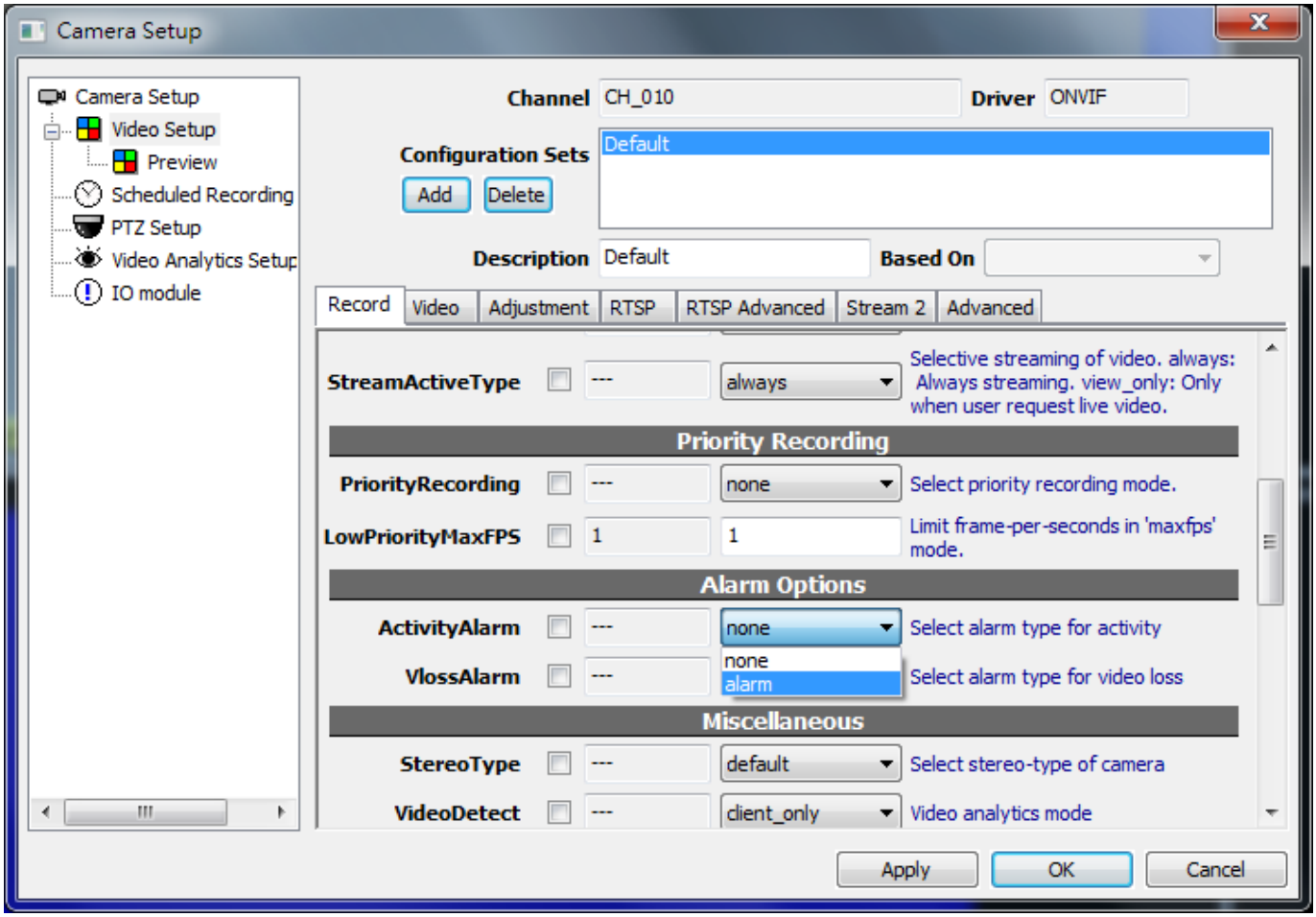
Can you provide “.xgv” or ".xsf" footage file player?

For Genius Vision NVR, there isn’t a seperate package of footage player. It’s included in the NVR installer package. If you just want player, select make following selection at installation time.



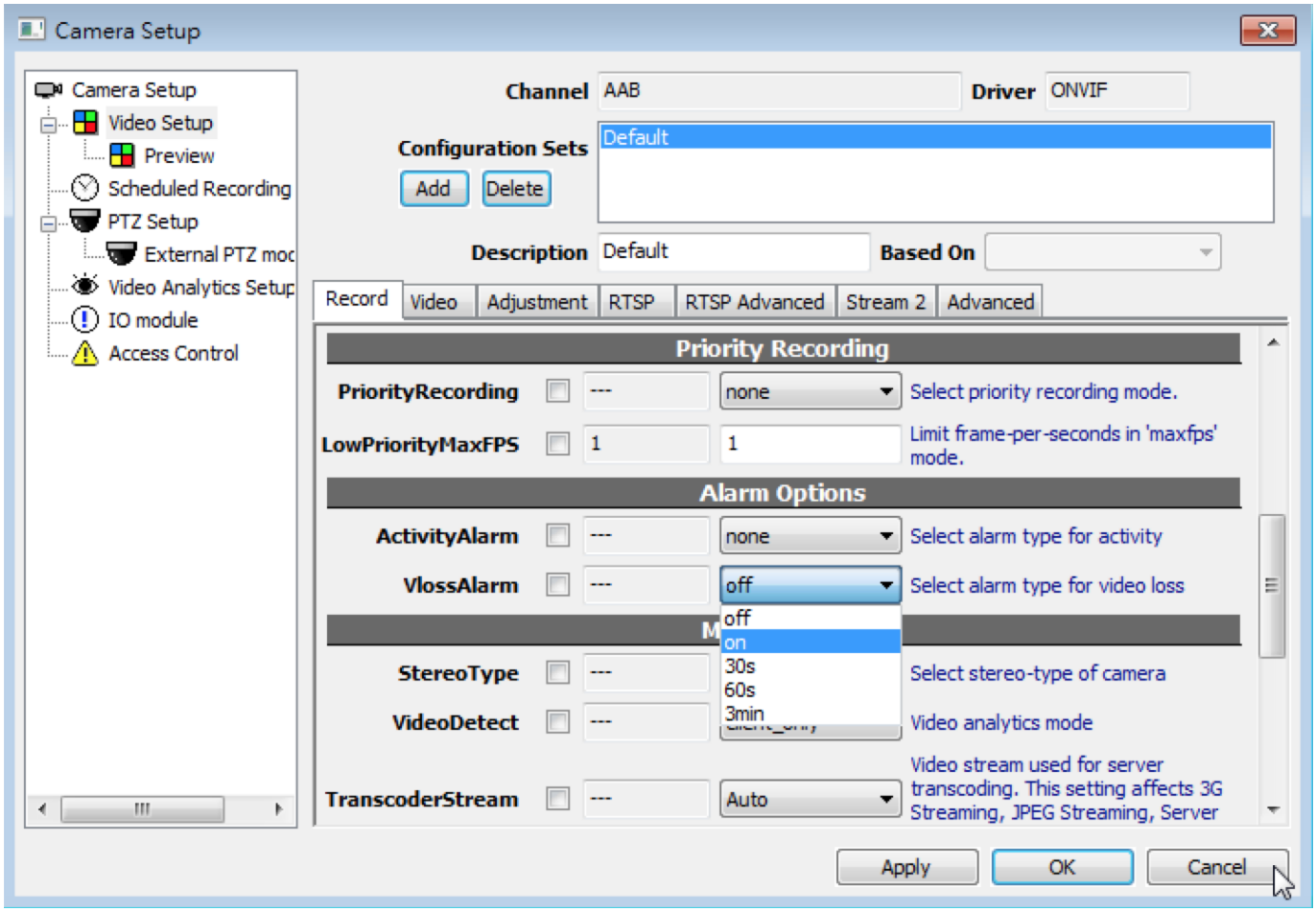
How to trigger alarm on motion detection?

You need to enable "**ActivityAlarm**", as shown below.



How to enable video loss alarm in latest software?

Due to software improvement suggestions, video loss alarm is default off since **b80**. Users can still enable it manually by adjust **VlossAlarm** in **Camera Setup**.



I have a lot of questions, can you help me with all of it at once?

We suggest users to limit the number of questions to only one. It is the most effective way for us to address your issues without having to wait indefinitely before getting an answer. Sometimes an inquiry too large might be forgotten by staff after weeks of inactivity. As stated here, Genius Vision is a highly sophisticated professional system with many clues hide in the documentation, and we simply have too limited human resource to respond to all questions at once.

Therefore if you have many questions, please submit only the most urgent one. You may submit more questions if the previous questions are answered.

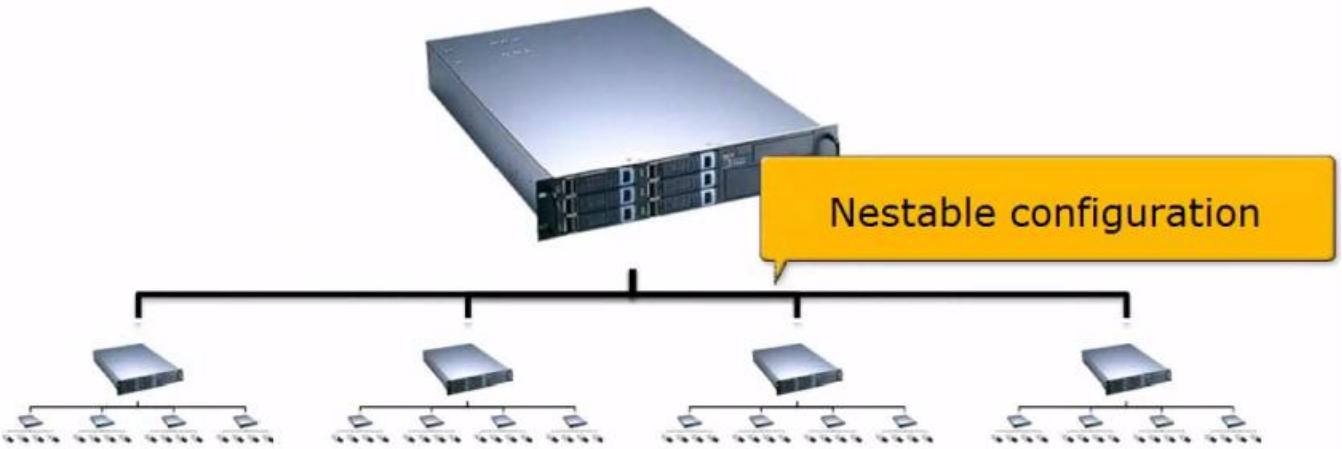
Does your NVR support a large number of cameras?

NOTE2: If you have similar questions, you should read System Integrator's Manual thoroughly.
NOTE: The role of Genius Vision is to provide standard software license. Information provided in this section and all technical materials obtained from Genius Vision is only for informative purpose and shall not be construed as proposal, offer, suggestion, recommendation, and/or endorsement from Genius Vision. The effectiveness of a software system depends on many factors, including but not limited to:

hardware, network, system limits, OS versions/patches, other software, and user operations. You are required to test and evaluate our full-functional demo software in order to determine whether or not the software is suitable for your usage. In the case you would proceed purchasing license from us, you agree to indemnify Genius Vision from any and all direct and/or indirect damages as a result of using the software that is caused by non-malicious intention. Therefore before you put the "Software" into use, it is your sole responsibility to evaluate and ensure its fitness.

With the CMS architecture and careful project designing & planning, a fairly scalable system can be constructed, as illustrated below:

Primary NVR server



For the CMS architecture to work, there need to exist a primary NVR server, which holds the information of other NVR servers (like the diagram above). This server will be the server to connect when client is connected from a remote site.
Maximum number of TCP incoming connection per server is 150.
The maximum workable number of camera in one server is determined by the memory size, CPU computing power, bandwidth, storage space, combined with the camera configurations such as resolution, FPS, and the usage of intelligent analytics.

Recommended System Requirement

Operating System	Microsoft Windows XP or above
CPU	Multi-core CPU
System Memory	4G
Others	Requires DirectX 9 preinstalled

Following is a performance table we came up a couple of years ago, as the time goes by, the techniques of PC, codec are upgrading, combined with dual-stream (if incorporated), the performance will have significant increasing. However, user has to test the boundary by himself. In addition, the video analytics is heavy CPU consuming, the user should test all possible configurations during trial to ensure the system meets future needs.

Hardware Specification

Processor	Intel i5 2310 (Quad Core)
Memory	DDR3-1333 4G
Operating System	Windows 7
Hard Disk Drive (Hot Swappable)	16 (H.D.D. not included)
Display Ports	Two of VGA, DVI, and HDMI
RAID Levels	RAID 0, 1, 5, 6
Network	Gigabit Ethernet
	(Optional) Gigabit Ethernet * 2
Power Supply	400W + 400W Redundant

Storage and Performance Capacities

Camera Profile				Performance		Record Days		
Codec	Resolution	FPS	Bitrate	Max record	Max live view	1TB	1.5TB	2TB
JPEG	5MP	8	10Mbps	32	32	4.6	6.9	9.3
	3MP	10	8.5Mbps	40	32	4.4	6.5	8.7
	1.3MP	17	7.2Mbps	50	32	4.1	6.2	8.2
	D1	25	4.5Mbps	64	64	5.1	7.7	10.3
H.264	5MP	10	3Mbps	64	8	7.7	11.6	15.4
	3MP	12	2.8Mbps	64	9	8.3	12.4	16.5
	1.3MP	25	2.5Mbps	64	10	9.3	13.9	18.5
	D1	25	1.5Mbps	64	32	15.4	23.1	30.9

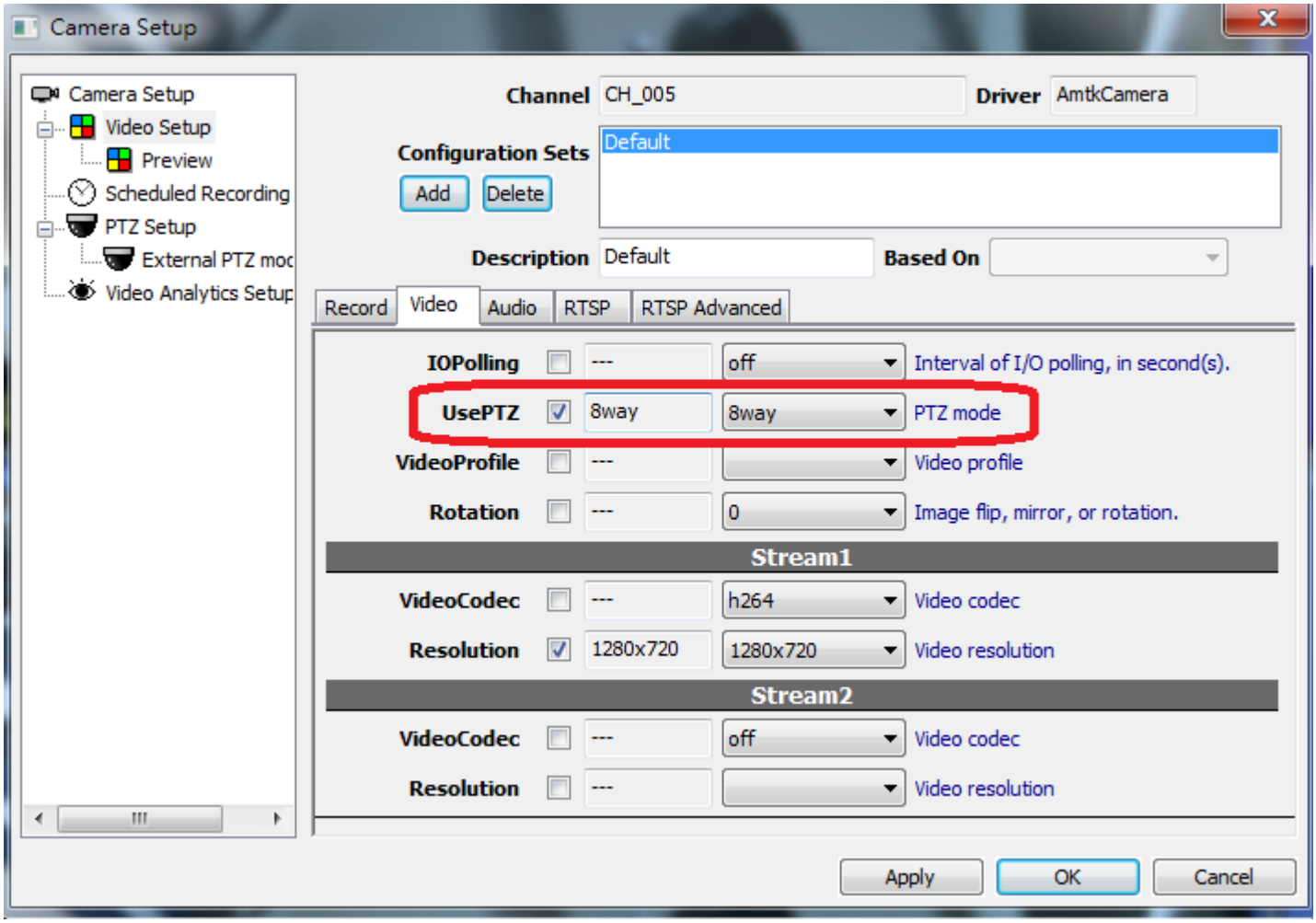
* Live view performance is tested in "matrix mode". Max record performance is tested without any RAID configuration. Record Days is computed assuming all 16 bays contain same specified size. Performance and test result of modern video codecs such as JPEG or H.264 could vary depend on actual video scenario and implementation (camera) used.

See also

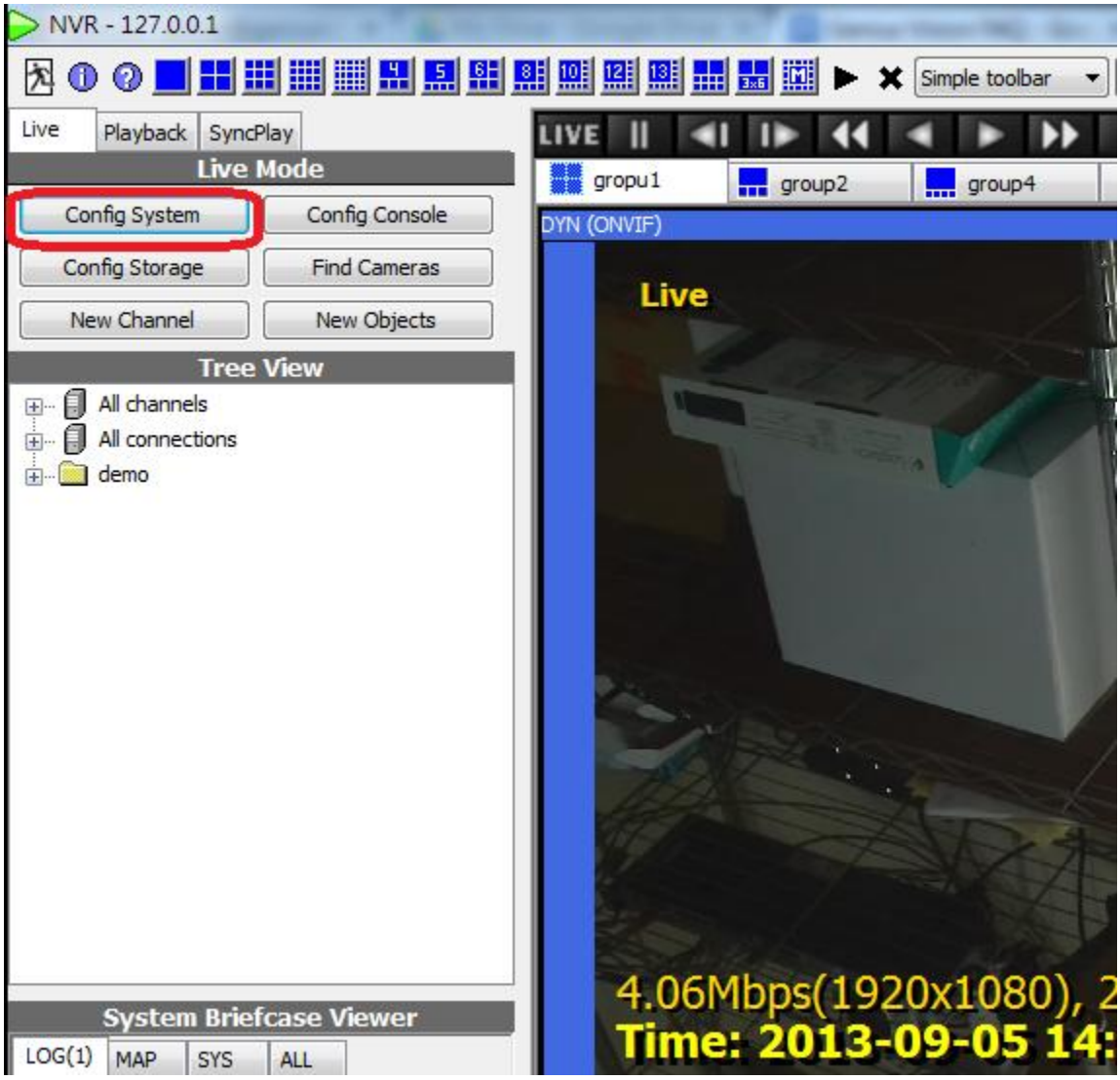
- System Integrator's Manual

How to use USB joystick

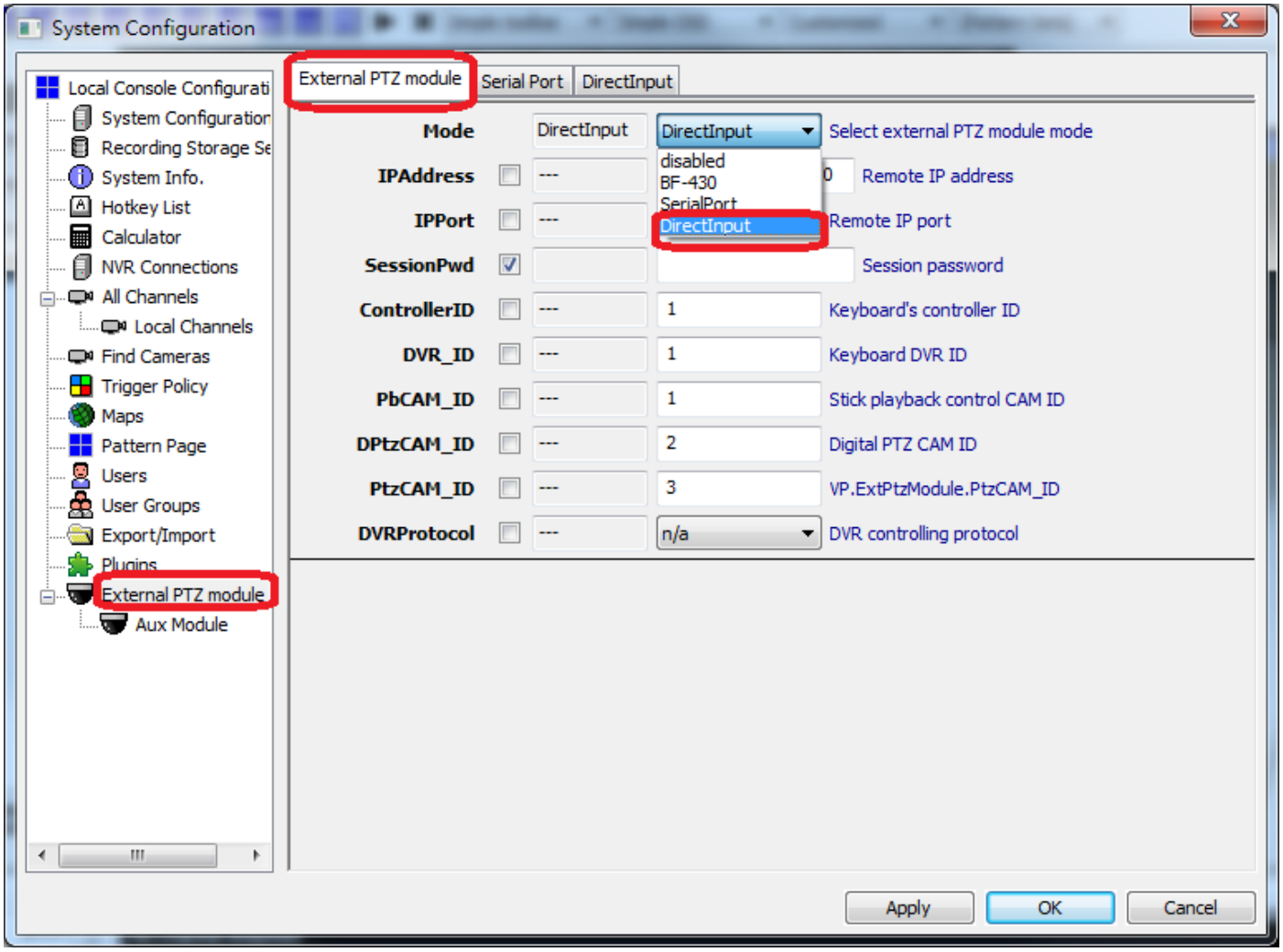
1. First we need to verify the compatibility between the software and the speed dom, for example 3-Axis joystick as shown below, by using mouse control instead of joystick.
Please click the "video" tab to evoke the dialog, and check UsePTZ.



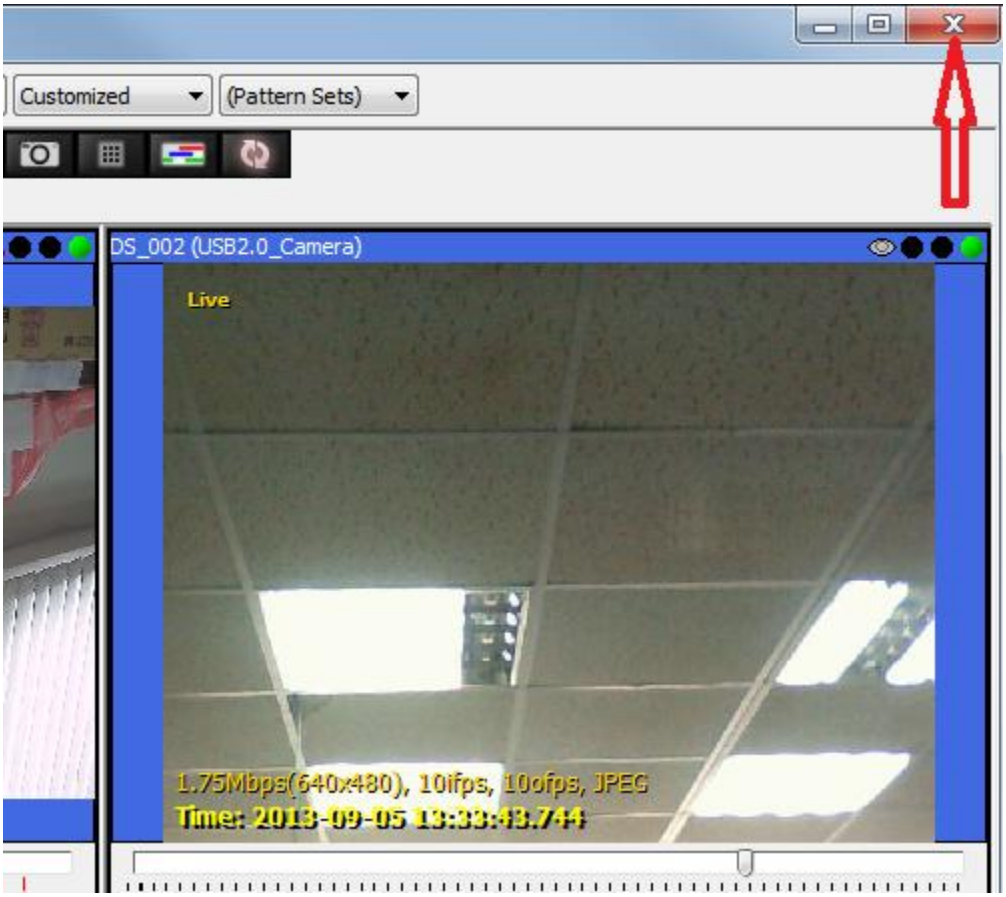
2. Click on the “Config System”



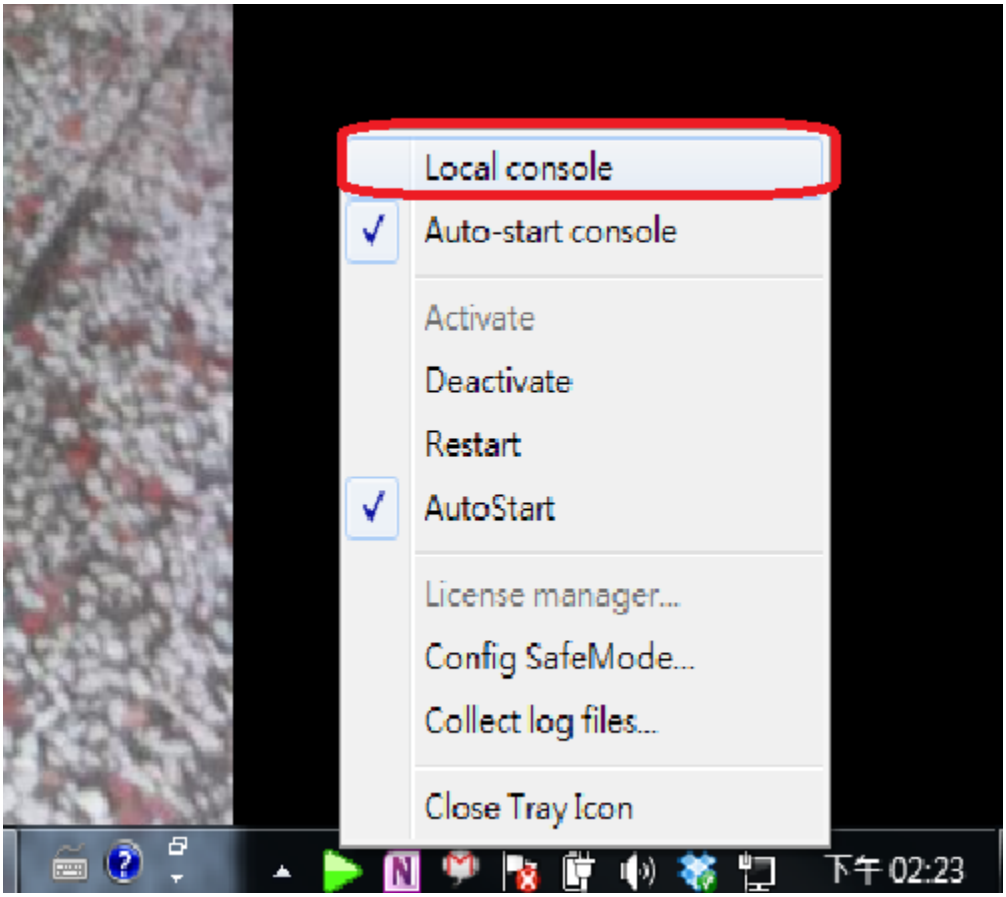
3. Click on the External/PTZ module node to evoke the dialog and select “DirectInput” mode for the first time.



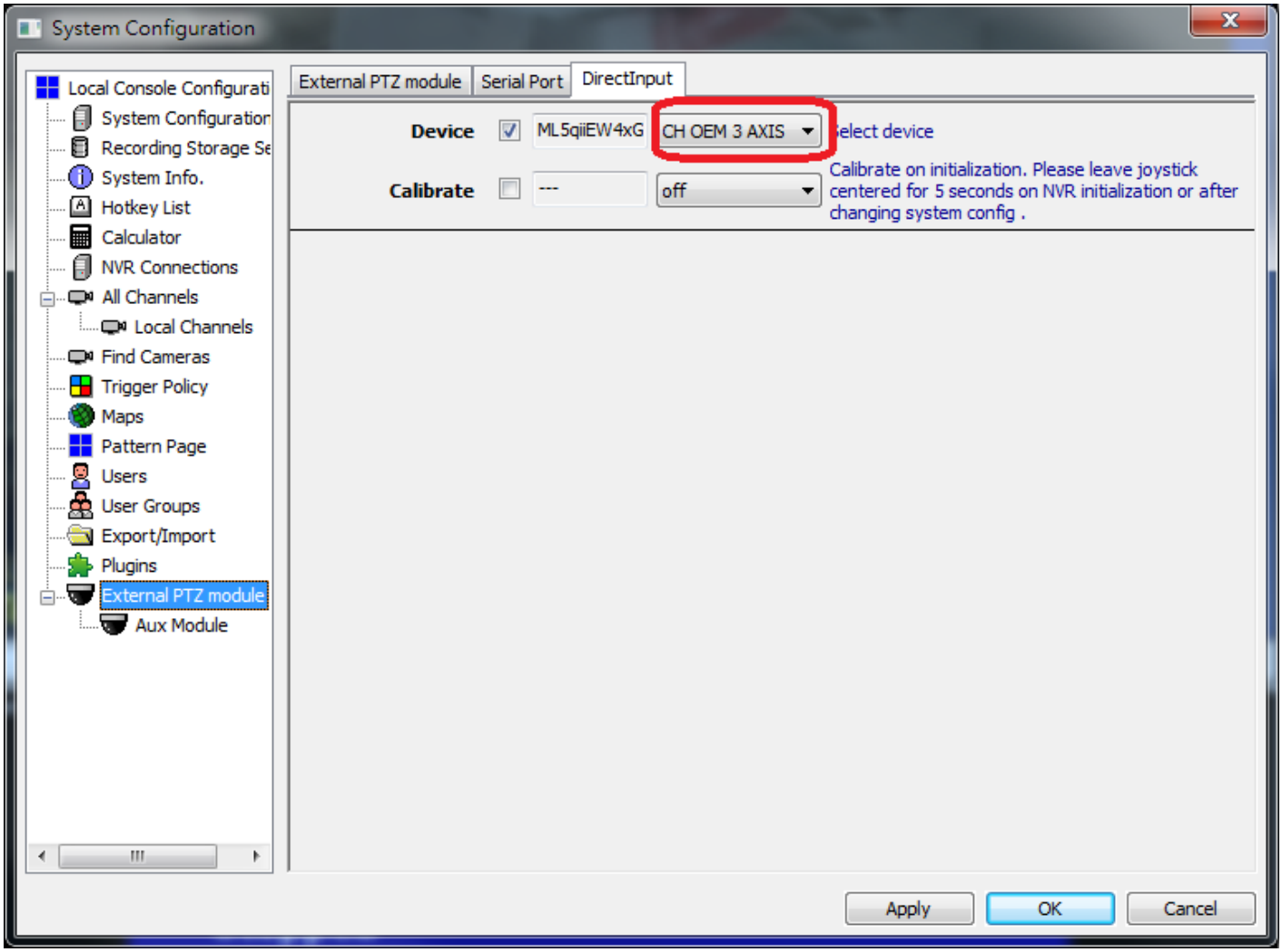
4. Close local console to take effect



4. Right click the NVR icon to restart the local console



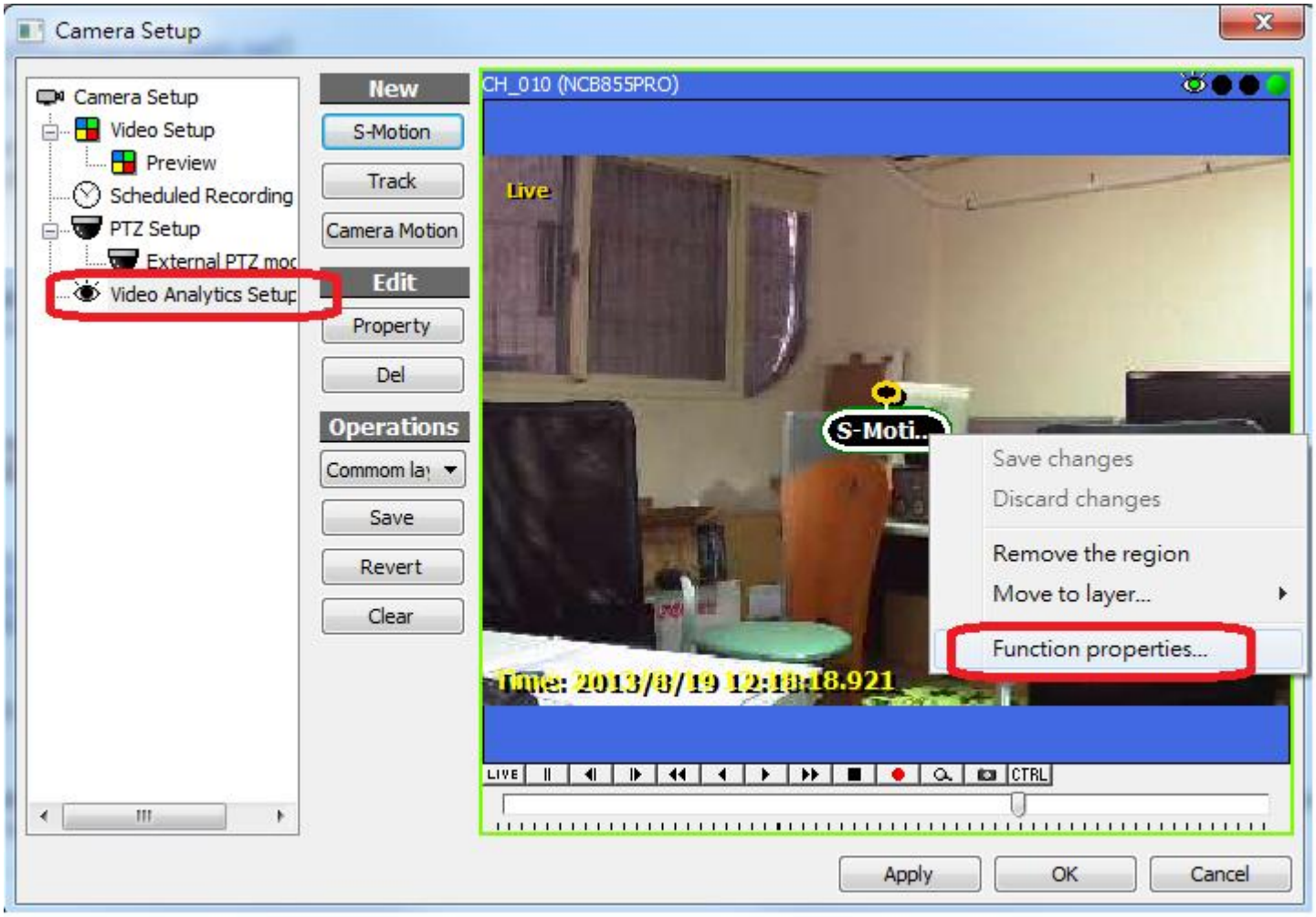
5 Click on the “DirectInput” tab to evoke the dialog and select “CH OEM 3 AXIS” as following:



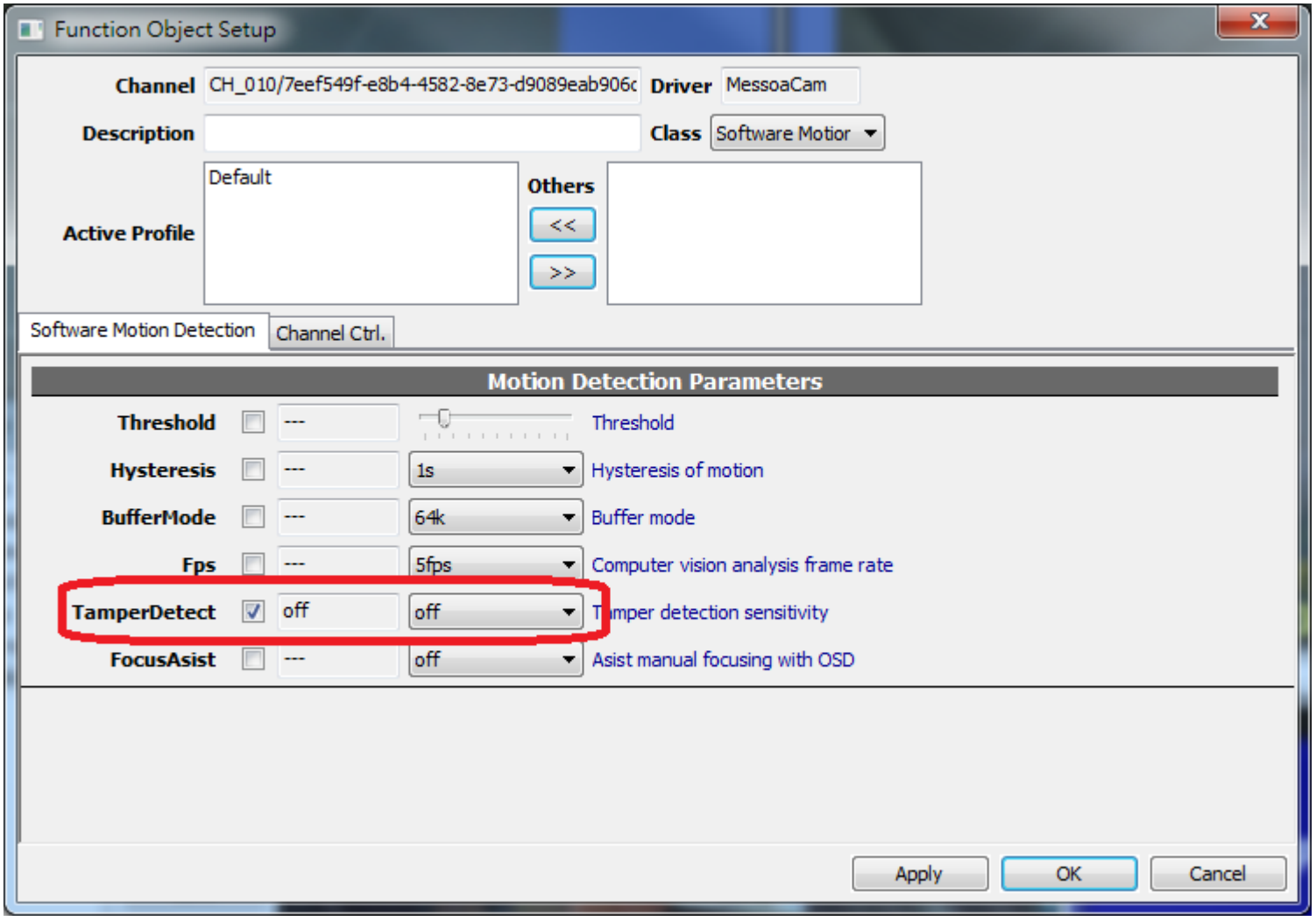
Then you are good to go.

How to disable tamper detection

Please open S-Motion dialog box and right click on the capsule to set “Function properties”

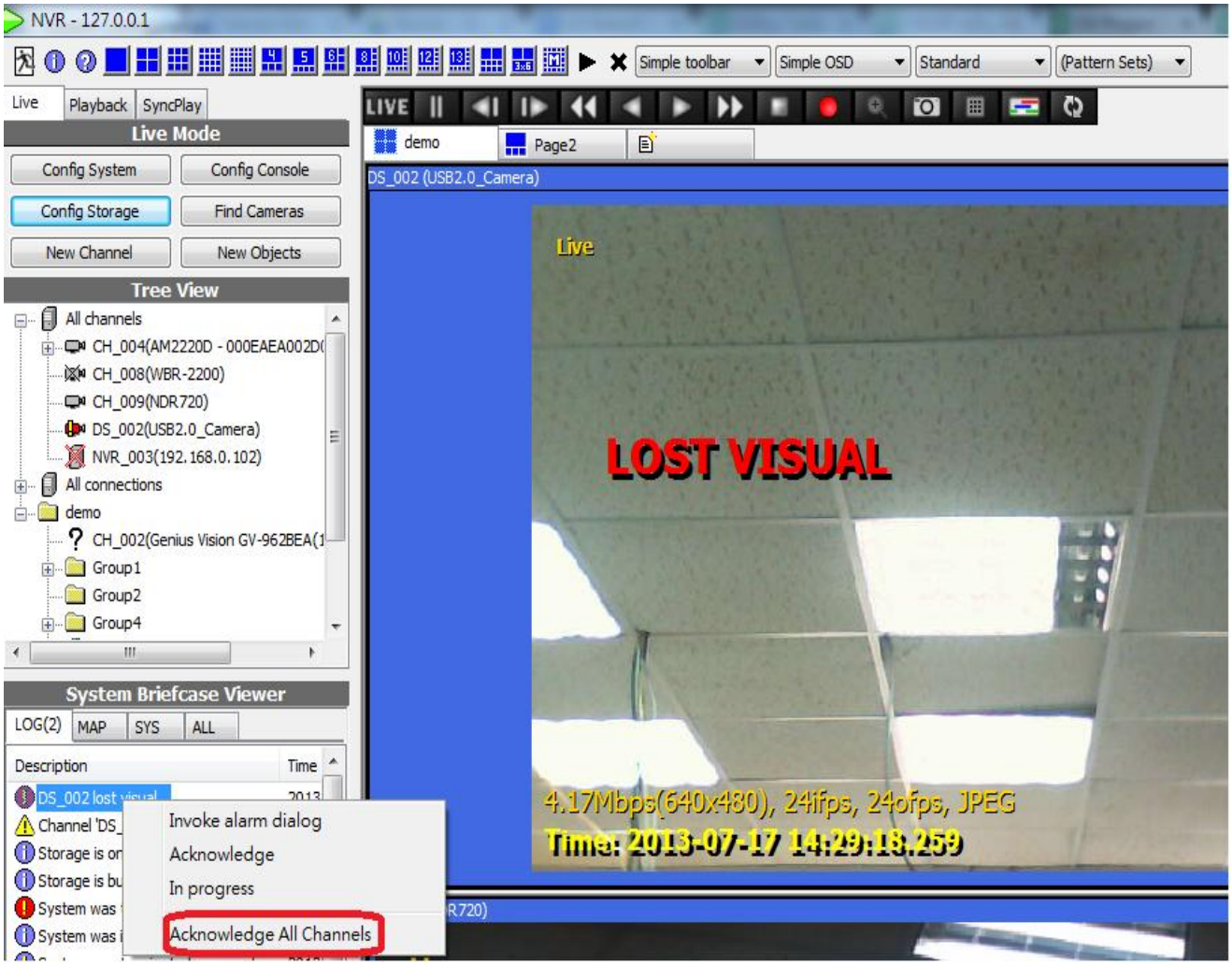


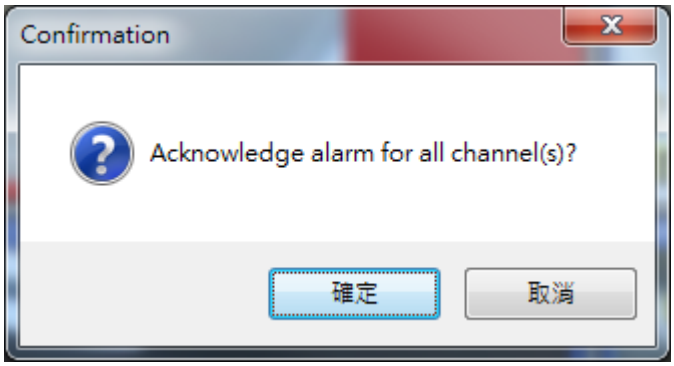
Here you can disable the “Tamper detect”



How can I acknowledge alarm for all channels

Put the cursor on the alarm log of the System Briefcase Viewer, left click to evoke the dialog.



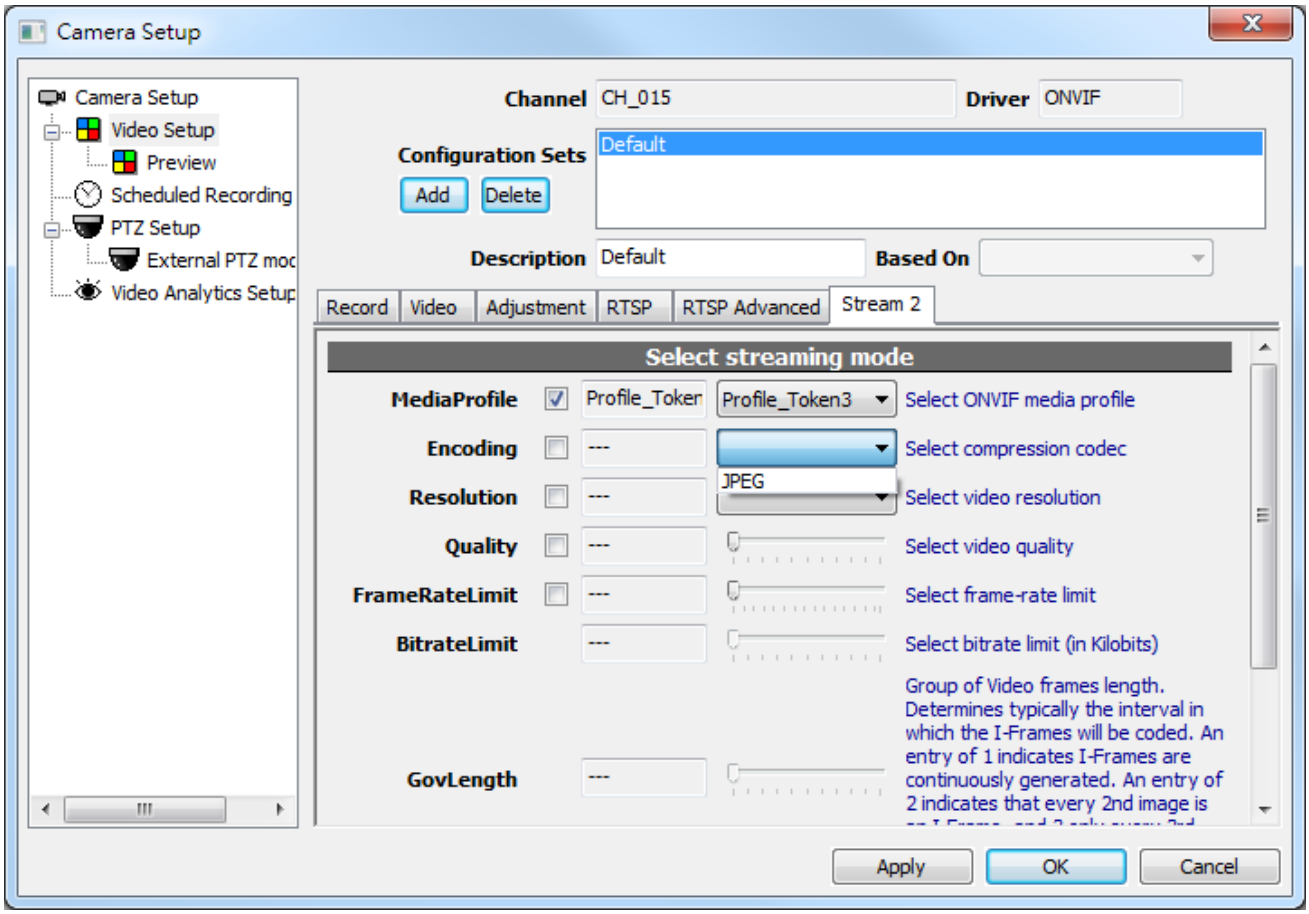


How to backup all configurations i.e. camera, scheduling settings from the test server to a new server?

Yes, copy the file C:\GeniusVision_SystemDb.dbx to the same location of another computer will do.

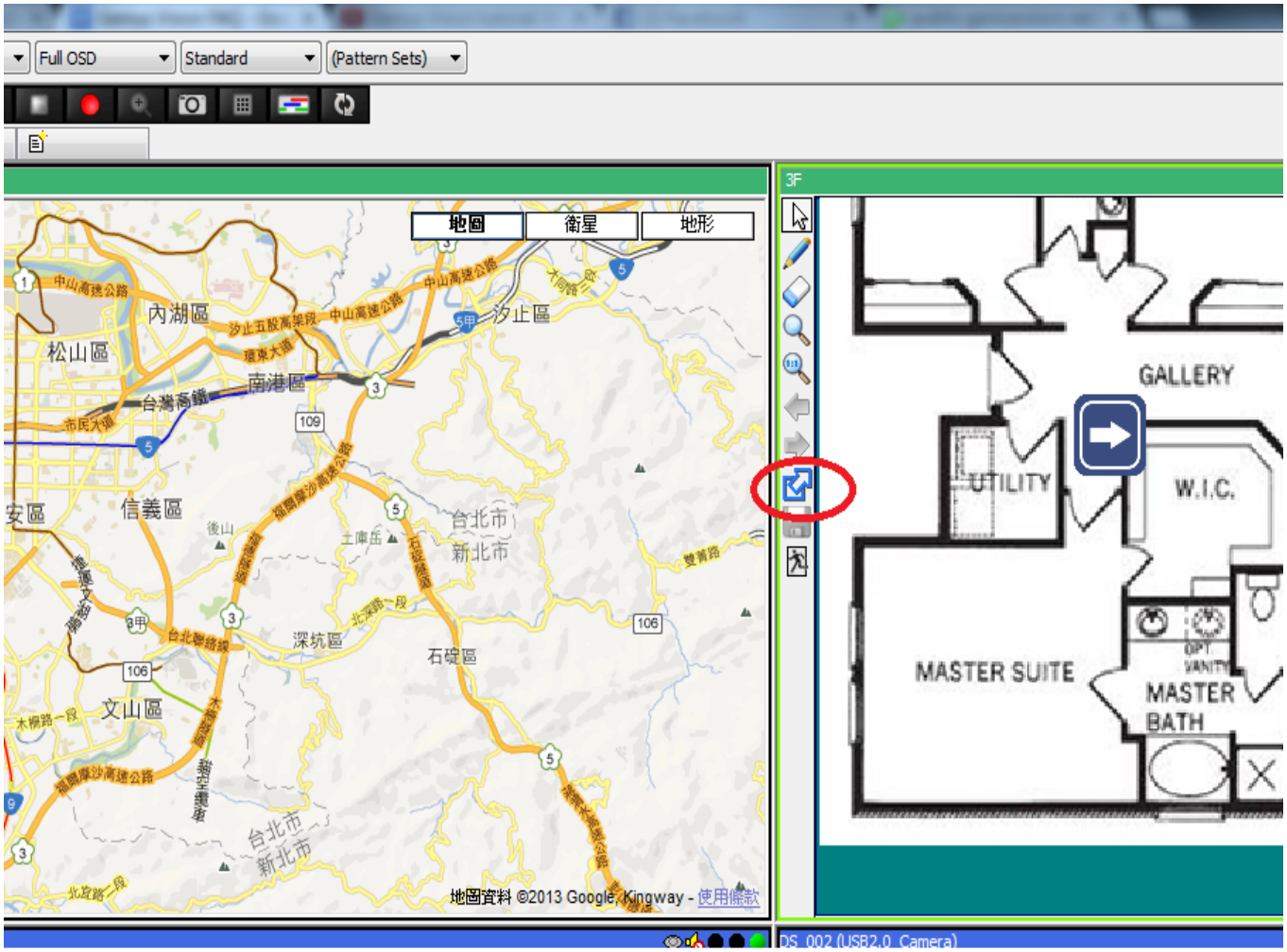
Is it possible to support dual stream for ONVIF cameras?

Yes. This function (ONVIF 2nd stream) is added in version 841 but requires additional configuration:

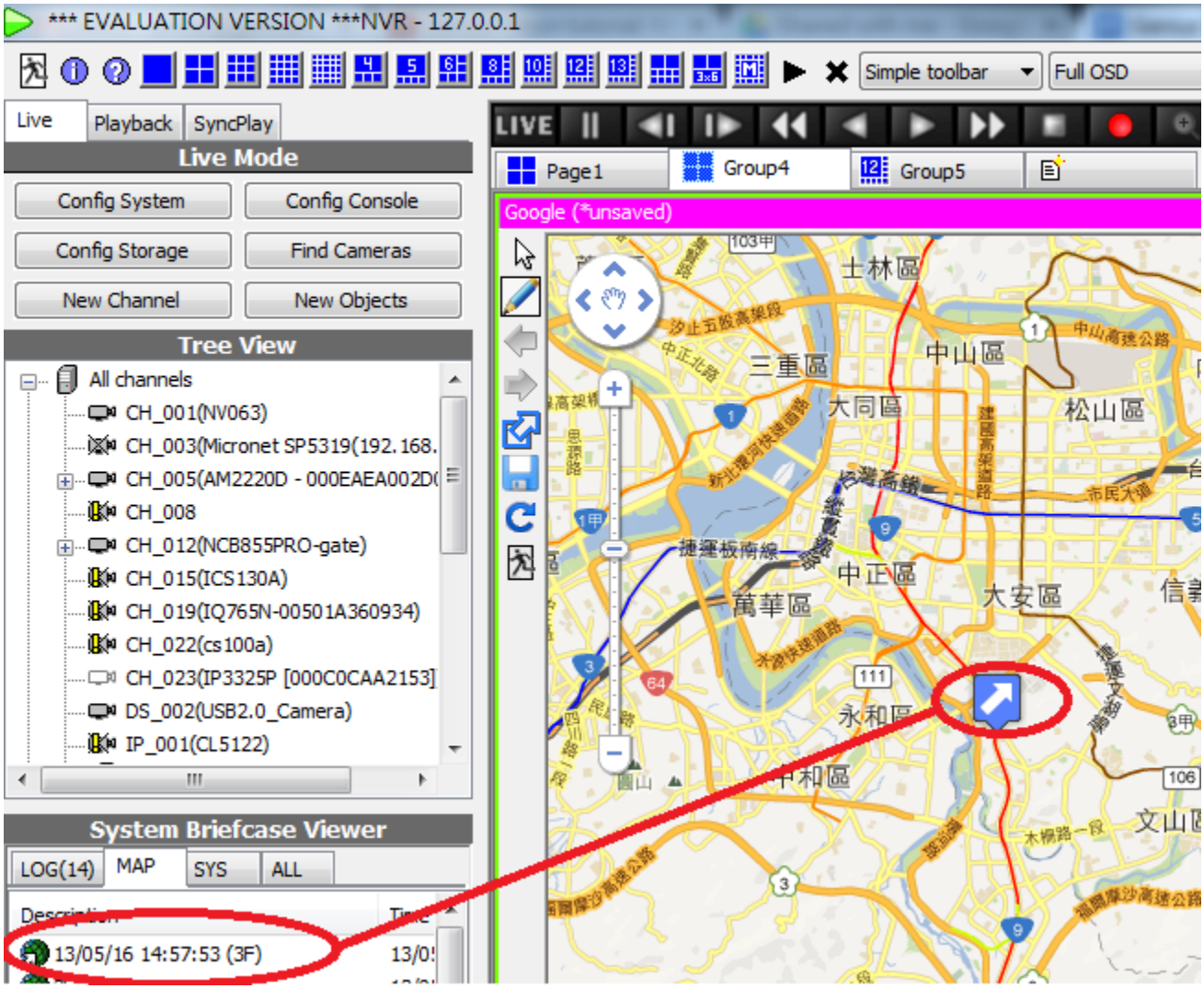


How to add a new map onto the Google map

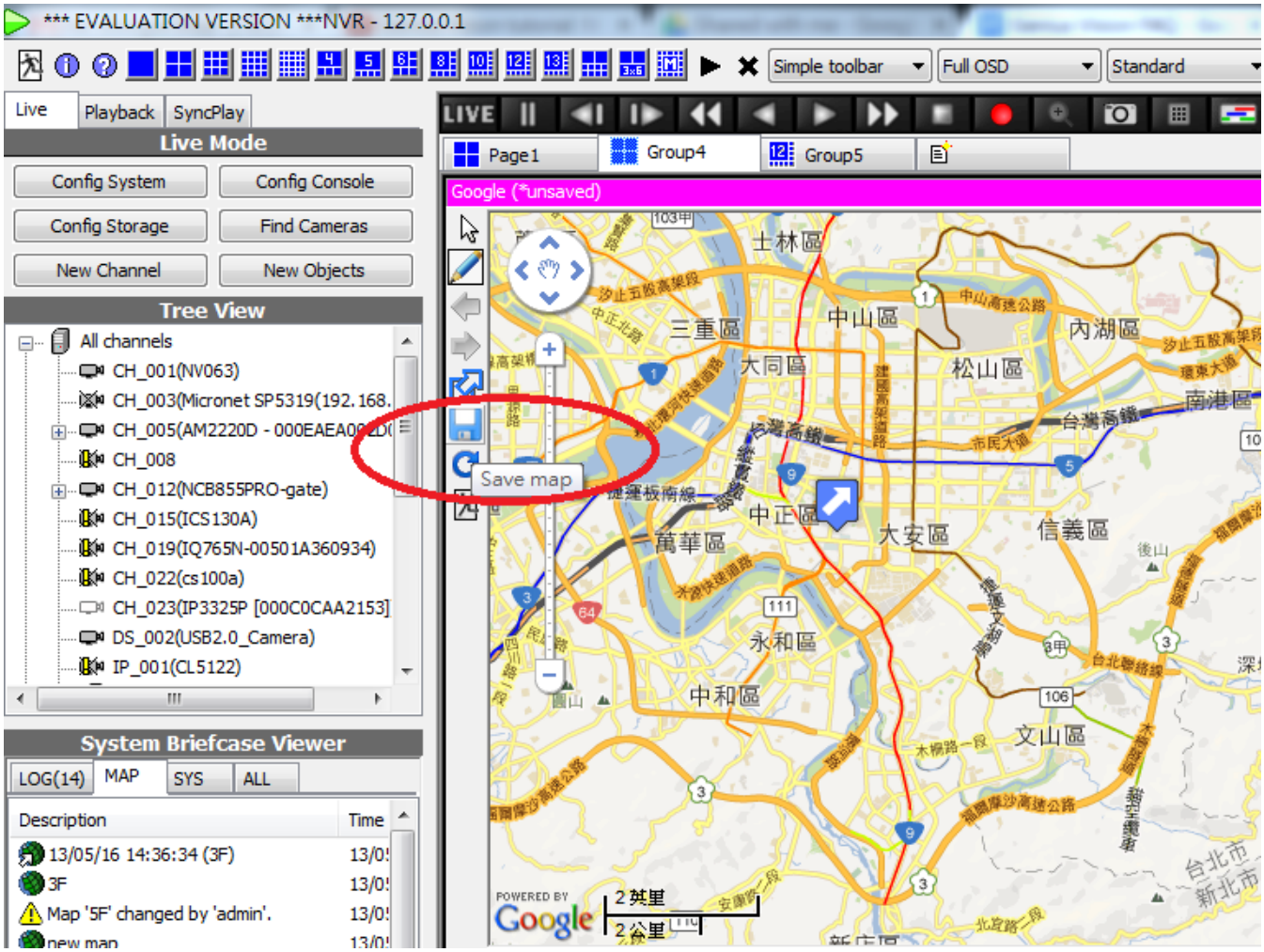
1. Add a new map next to the player of Google map
2. Create a bookmark by clicking



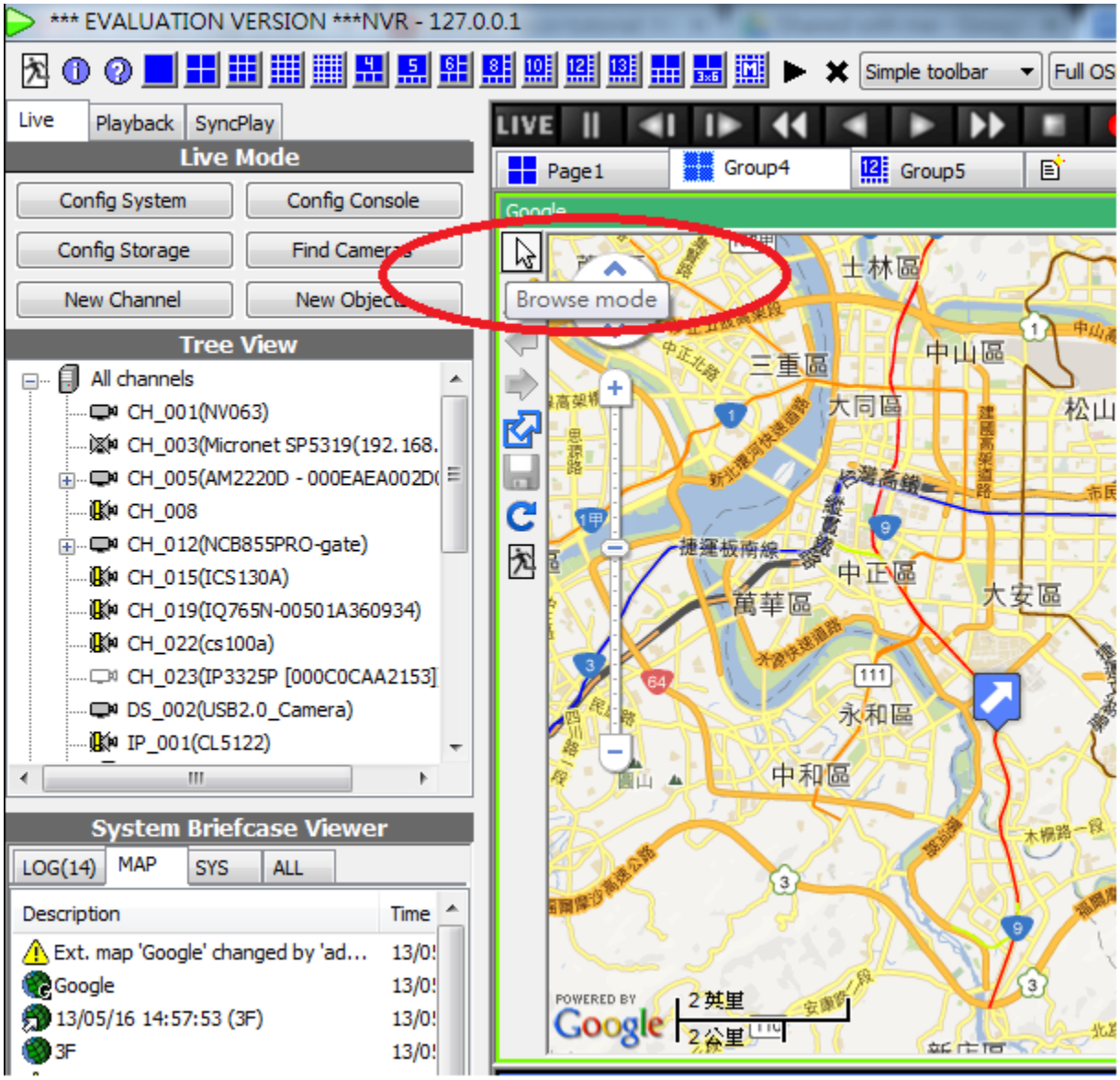
3. Drag and drop the bookmark to the desired position



4. Save the configuration by clicking



5. Set to “browse mode” then you are good to go



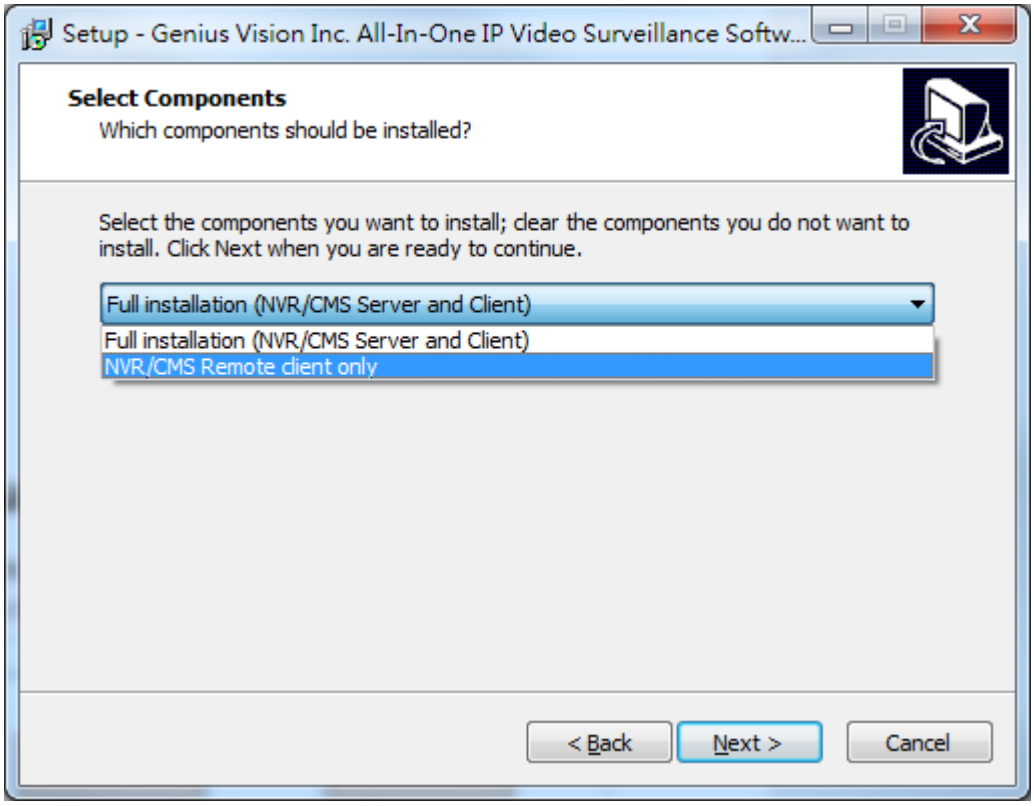
Is it possible to use watermark on video?

If you are referring to the feature that can “visually overlay translucent content on compressed video”, then such feature has not been developed yet.

Nevertheless, we do have the “digital watermarking” feature that uses invisible hash values to detect digital data tampering.

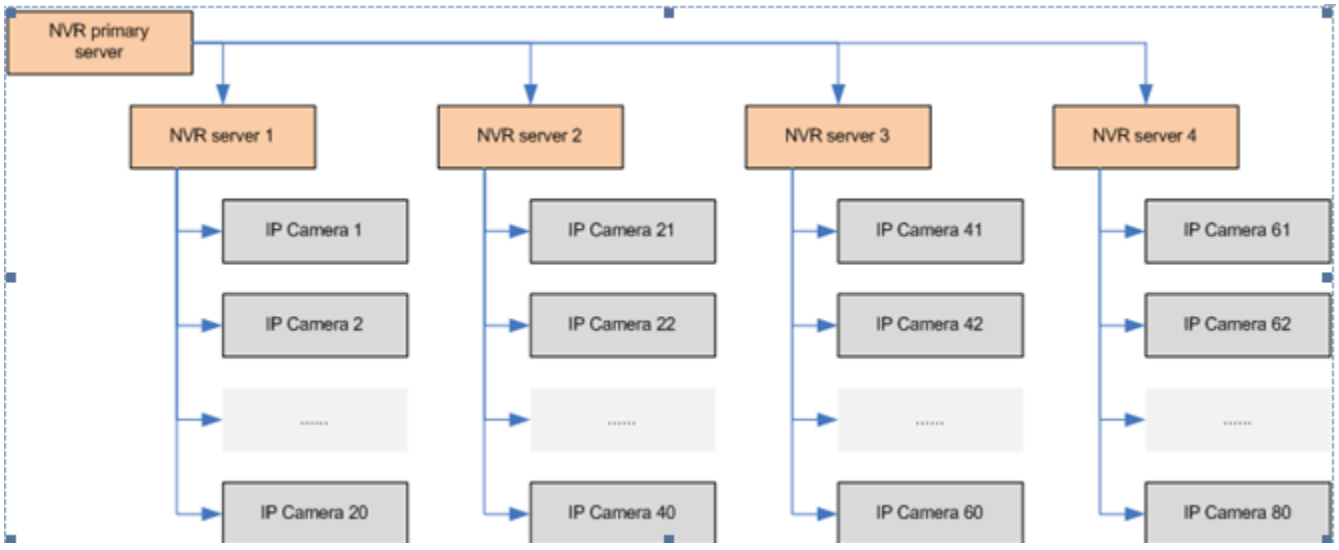
Could I just install the viewer instead of the whole package of the software?

Yes, please select “NVR/CMS Remote client only” during installation.



How to calculate the required quantity of licenses

Basically, the licenses are calculated by the number of the channels required for the installation. Following is an example, which needs total 84-ch license in total (80-ch for cameras, 4-ch for NVRs):



I can't connect to ONVIF camera of VendorX/ModelY. Please help.

In this case, you need to contact VendorX to test their ModelY camera against our software. (Since we

may or may not have their camera and they can easily download our software. This will be a faster approach to your problem).

Since Augest 2013, we started free ONVIF verification service. You may urge your supplier to join the program.

I can't see YouTube tutorial video because I'm in Mainland China. What do I do?

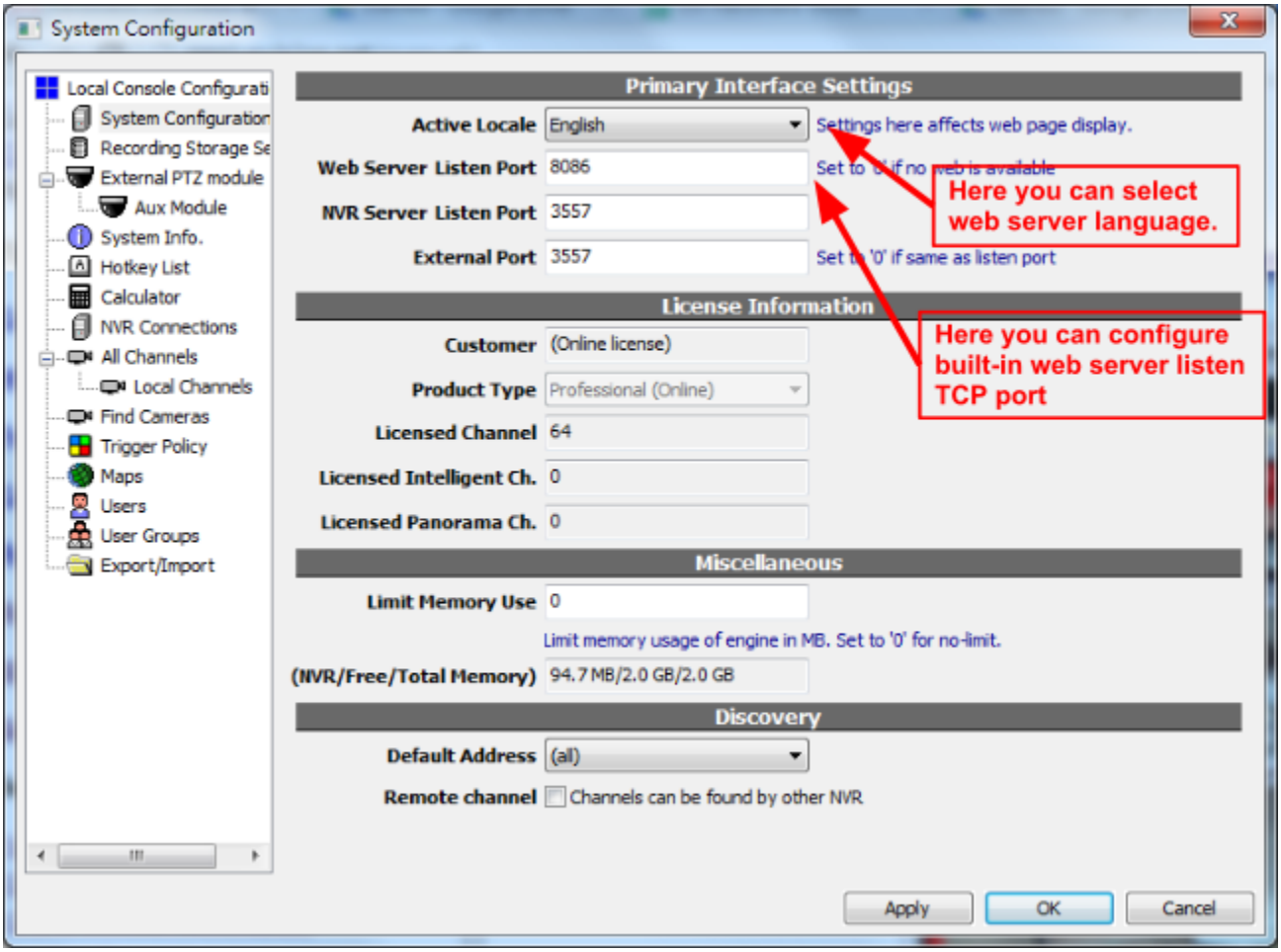
We have created alternative video site at Todou(土豆网) which can be accessed in Mainland China:

- Product demo video
- Tutorial video

How to configure web server

Configuring web server

Open the system configuration dialog box.



Default built-in web server listen port is 8086. If you configure the listen port to zero ("0"), the web server

will be turned off.

Attention: Used TCP Ports

Please be noted that to make the remote live video web viewing, you are required to properly configure your firewall, if any. Two ports are needed. One is web server port, the other is NVR communication port, which defaults to 3557.

See also

- User's manual

I have a problem regarding AVI export, what can I do?

Please provide a clip of XGV with such problem and detailed description. Please send us through Dropbox or something similar (not attach Email because too large). If it's a software issue we can try to fix it but please allow delay because our engineer has very busy with many projects on hands and we need to check our schedule. (we try to make a living on our own so we are always very busy taking project orders)

See also

- What is the difference among different AVI Profiles for export footage...

How to collect log information?

InfoCollector

If you are using a Genius Vision VMS which version is newer than 767, you can use InfoCollector to simplify log collection process. Otherwise you need following steps.

Collecting NVR server logs

Note: Server log is an important clue for engineers to analyze potential problems in NVR server (recording) process.

NVR server log files are located in the following location at the server computer:

- C:\Windows\System32\i0.gax*

There might be several files. Total size could be max 100MB. When send to the lab for diagnosis please make sure you zip the data first.

Collecting NVR client logs

Note: Client log is an important clue for engineers to analyze potential problems in NVR client (console) process.

NVR client log files are located in the following location at the client computer:

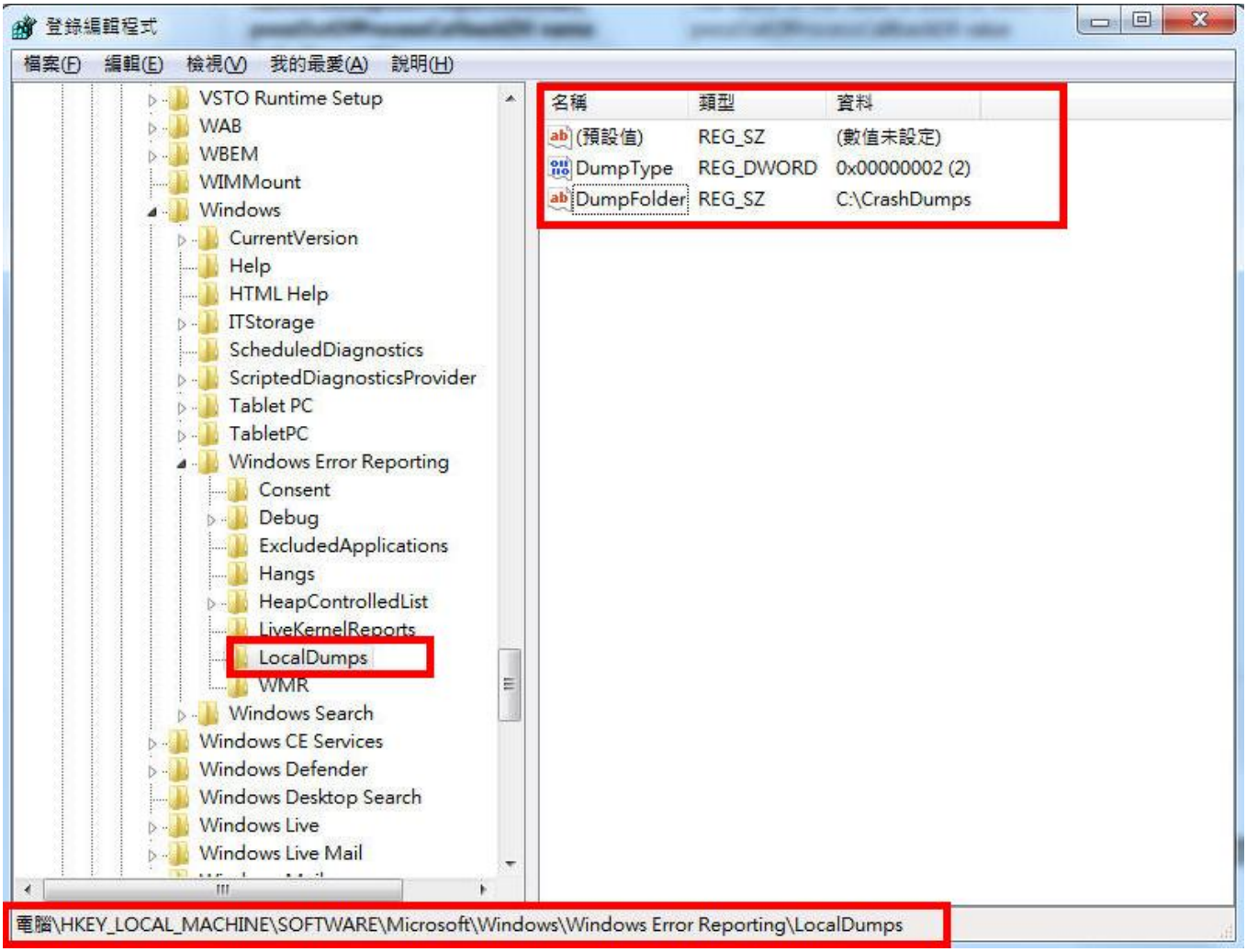
- %appdata%\GeniusVision\i0.ds*

There might be several files. Total size could be max 200MB. When send to the lab for diagnosis please make sure you zip the data first.

Collecting NVR server crash dumps in Windows 7

Note: Server crash dump is an important clue for engineers to analyze a crash problem in NVR server (recording) process.

Before collecting crash dump, you need to enable Windows Error Reporting service to produce local dumps. (This is a Windows 7 OS feature but is turned-off by default.) To do so, use registry editor to make adjustments illustrated by the following picture:



Put to description, do the following steps:

1. Go to registry key "**HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\Windows Error Reporting**"
2. Create the "**LocalDumps**" subkey, if it does not exist.
3. Create two values inside LocalDumps subkey:
4. **DumpType** (DWORD) = 0x2
5. **DumpFolder** (REG_SZ) = "C:\CrashDumps"
6. Create directory "C:\CrashDumps" if it dos not exist.

After the proper configuration as described above, your computer will be ready to collect crash dump information. You need to wait for or trigger next crash to happen. After crash, a dump file will be generated inside "C:\CrashDumps". There might be several files when you look into the directory. This is because Windows keeps a queue of recently crashed event. You need to look for a latest crash with

correct application name by observing the file creation/modification dates of the files.

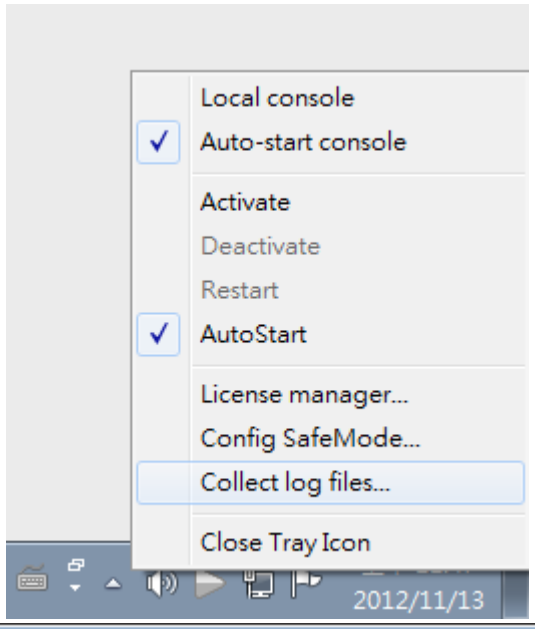
After you located the correct crash dump file, please zip it send back to lab for analysis.

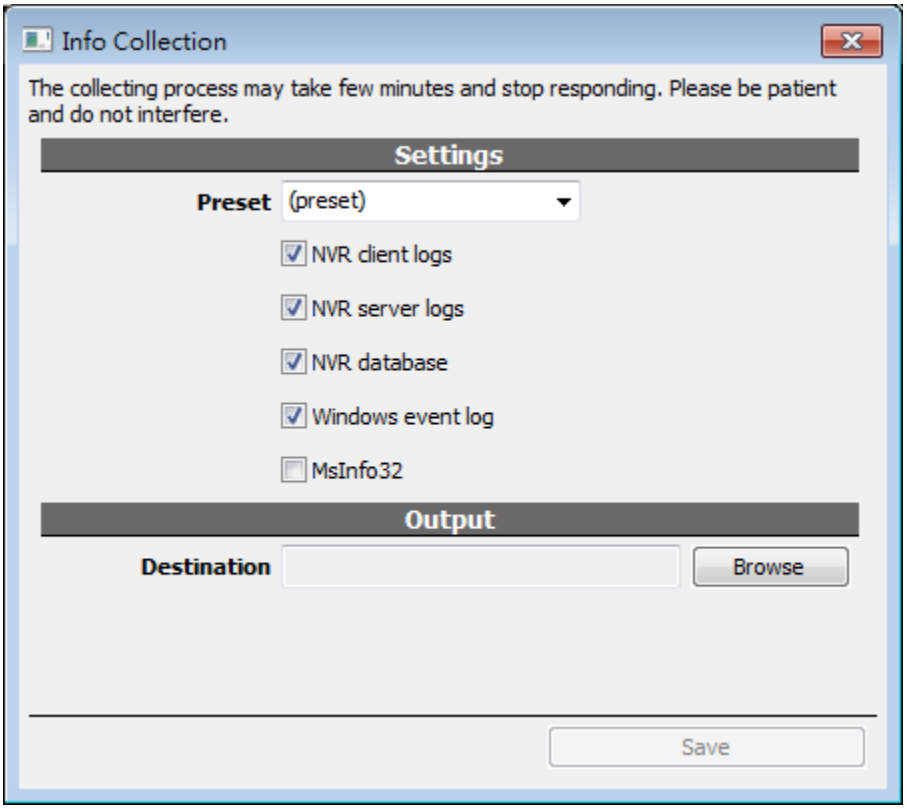
How to use InfoCollector to Collect Log Files

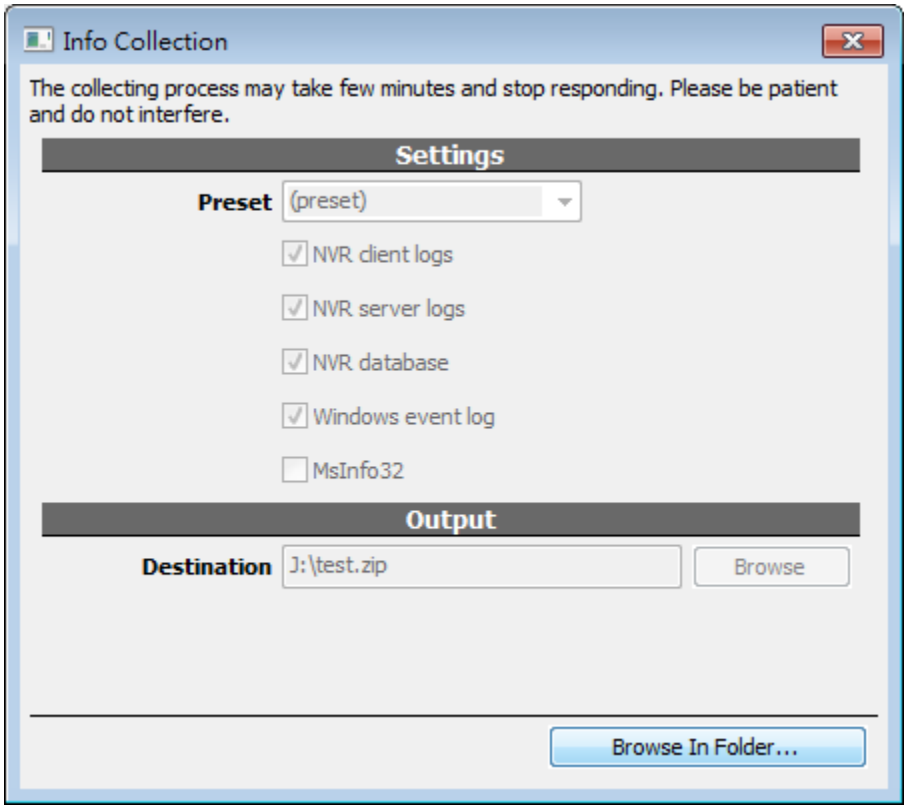
Note: This function is only available since version 767.

What is a InfoCollector?

InfoCollector helps user to collect required information for technician to analyze on-site issues.






Info Collection
The collecting process may take few minutes and stop responding. Please be patient and do not interfere.
Settings
Preset
(preset)
NVR client logs
NVR server logs
NVR database
Windows event log
MsInfo32
Output
Destination
J:\test.zip
Browse
Browse In Folder...

How to use Memory Watchdog

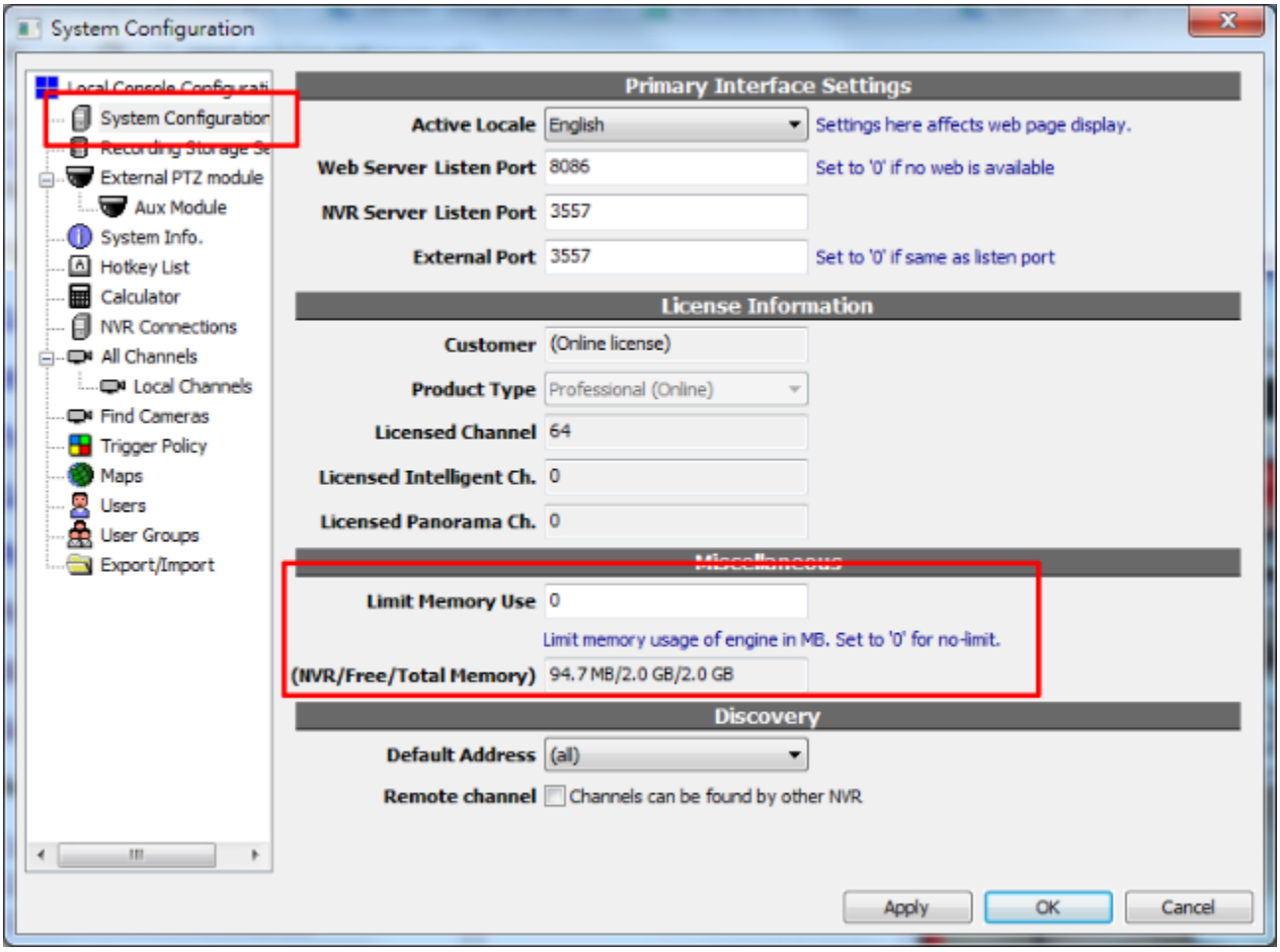
Memory Watchdog Overview

Memory watchdog is designed to combat unknown memory accumulation problems (a.k.a. memory leak). Memory accumulation could potentially make the engine (server) process to hang, which causes software watchdog unable to work (Existing software watchdog works only by monitoring server crash. If server didn't crash, software watchdog won't be effective).

Note: "*Memory accumulation*" problems could be caused by improper configuration of server, overload of the system, or software bugs.

To enable memory watchdog, set a proper value to "Limit Memory Use" box. This value defines the maximum engine process usage. If the engine process reaches this limit, it will automatically restart.

This value should be configured carefully according to the actual memory usage of your engine process (displayed below the Limit Memory Use value). Three times of average memory usage may be appropriate. For example, if your engine process uses 200MB in average, then you can set a value of 600MB. (By configuration 600MB of Limit Memory Use value, you instruct the memory watchdog to automatically restart the engine when memory usage reaches 600MB.)



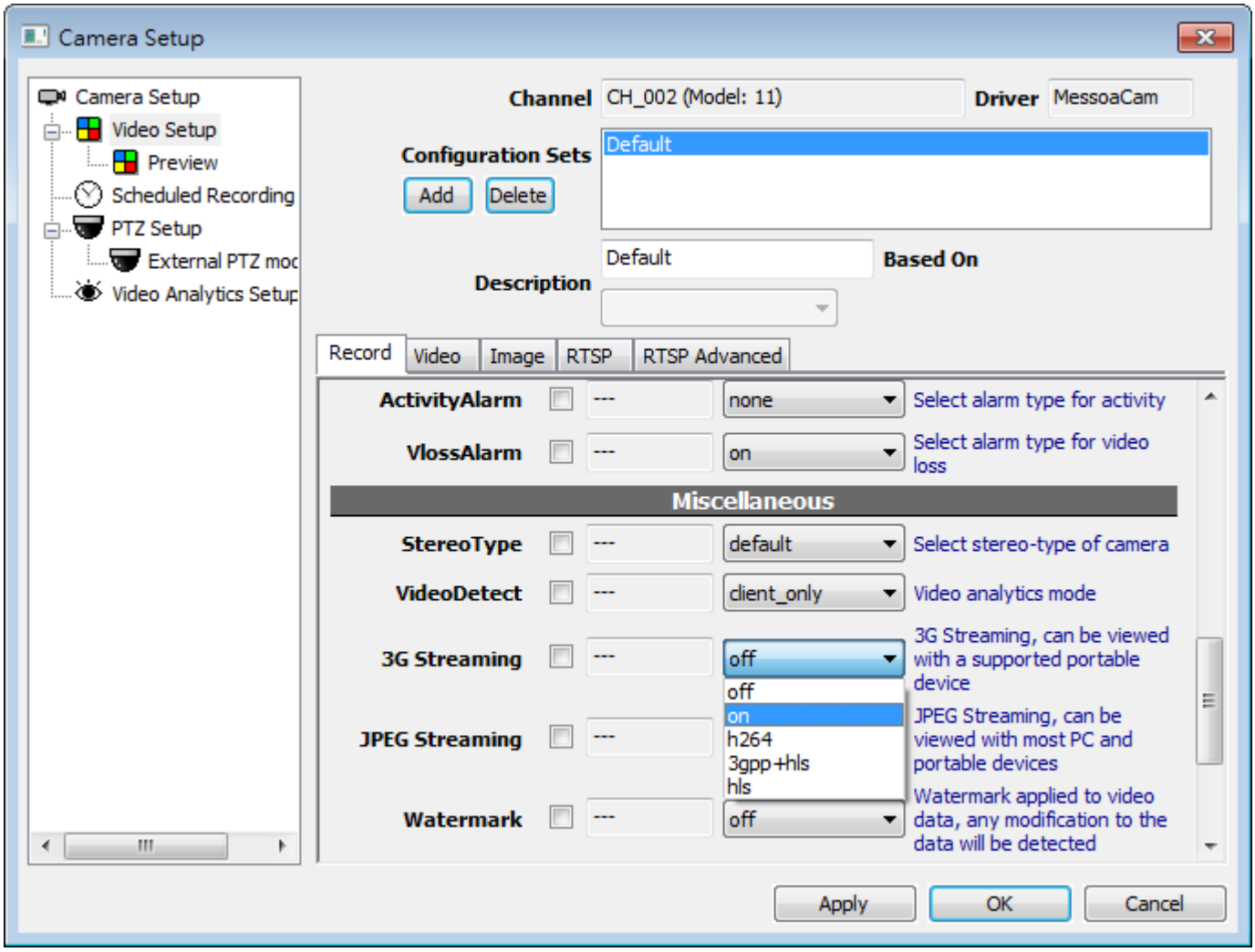
How to enable 3G video streaming

Note: Since Mobile Client APP for iOS and Android has been developed, 3GPP streaming function is deprecated.

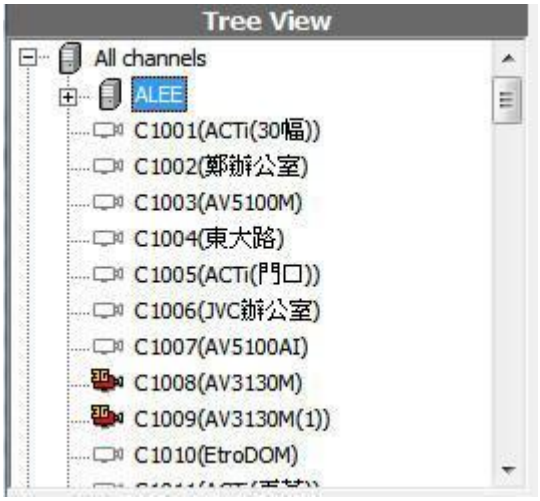
To enable 3G video streaming, open "Video Setup" of a designated channel. On first tab "Record", scroll down the page to look for attribute "3G Streaming".

There are three options:

off	3G video streaming is disabled.
on	Turn on the 3G video streaming, using MPEG-4 codec.
h264	Turn on the 3G video streaming, using H.264 codec.



If the 3G video streaming is successfully enabled, a small "3G" will appear beside the camera icon, indicating 3G transcoding is activated:



Why can't I see 3G video streaming?

Note: Since Mobile Client APP for iOS and Android has been developed, 3GPP streaming function is deprecated.

There could be a number of reasons. Firstly, your mobile phone must support 3GPP standard for this function to work. Secondly, when the mobile browser tries to reach NVR web server, it will automatically determine the phone type. If this detection is not successful, you may not be redirecting to the correct page. In this case, enter the following URL:

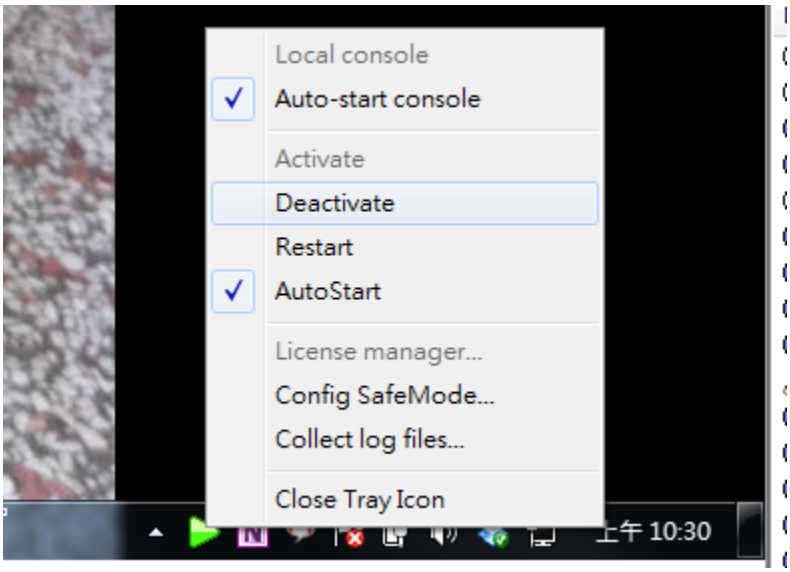
- http://<ip_to_your_nvr>:8086/3gp/v.html

If you still can't see video streaming, please contact our technical support, with your mobile phone model number (or device) available to us for testing and diagnosis.
See also

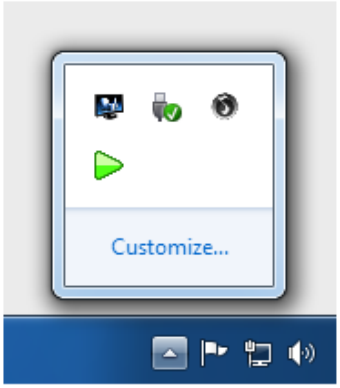
- User's manual

How to rebuild archive data index table

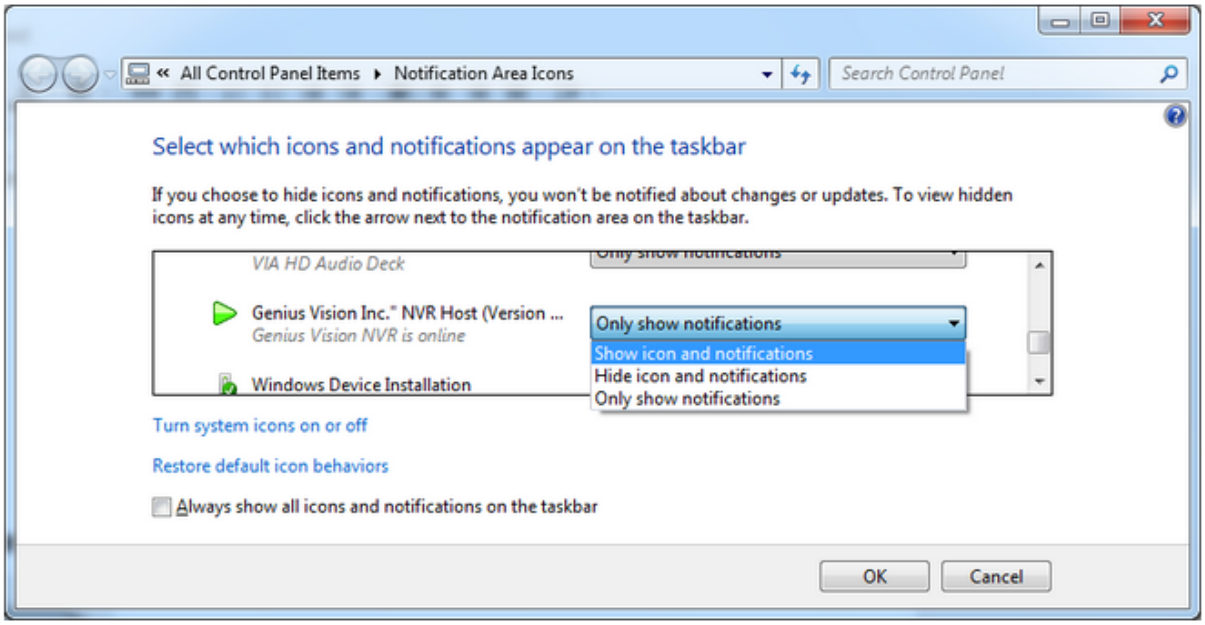
Index table could be corrupted due to error in the archive index file. This table can be rebuilt by deleting "C:\GeniusVision_ArchiverDb.dbx". Firstly, deactivate the NVR server.



Windows 7 and Hidden Tray Icon

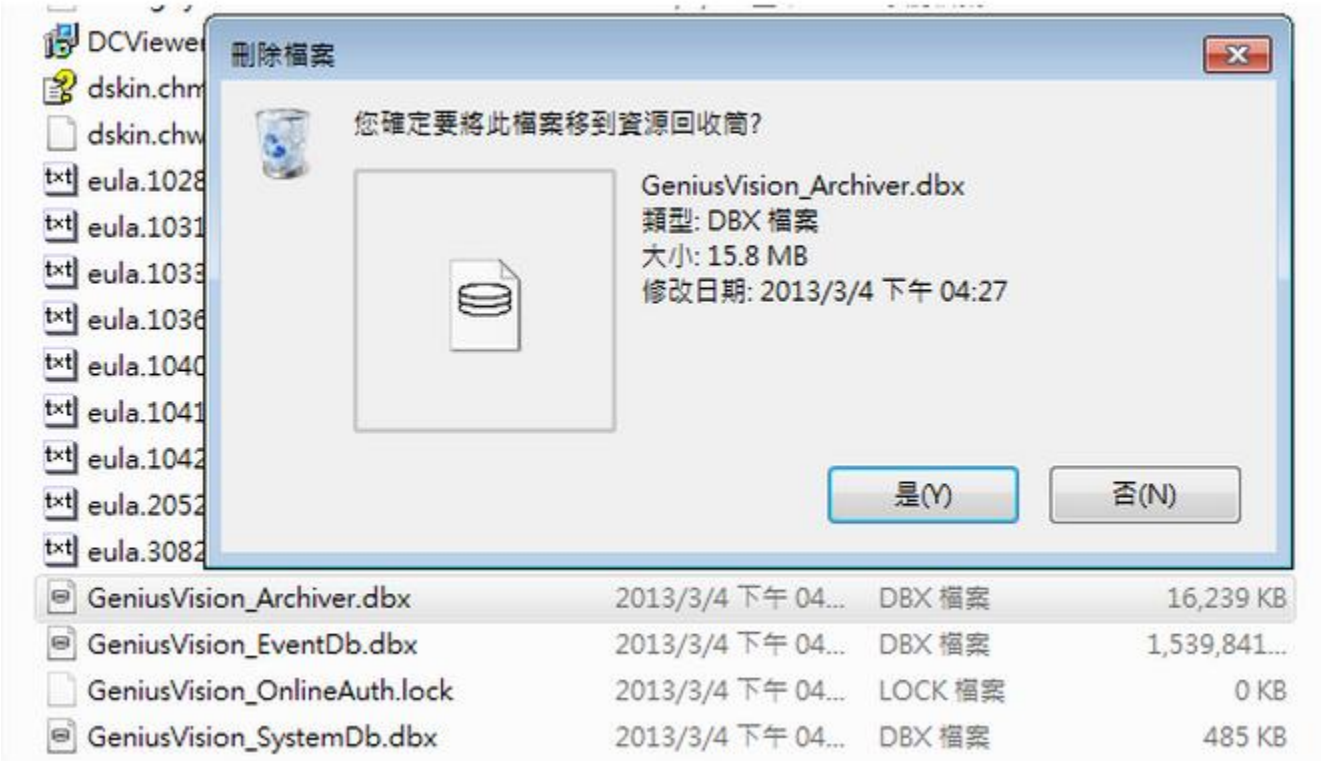


In Windows 7, tray icon is hidden by default. You have to click the white triangle to access hidden icons.



To make the hidden icon always visible, click "Customize..." and set the icon to "Show icon and notifications".

Secondly, delete this file and restart NVR, it will automatically scan all storage disks and recorded data should be automatically accessible.



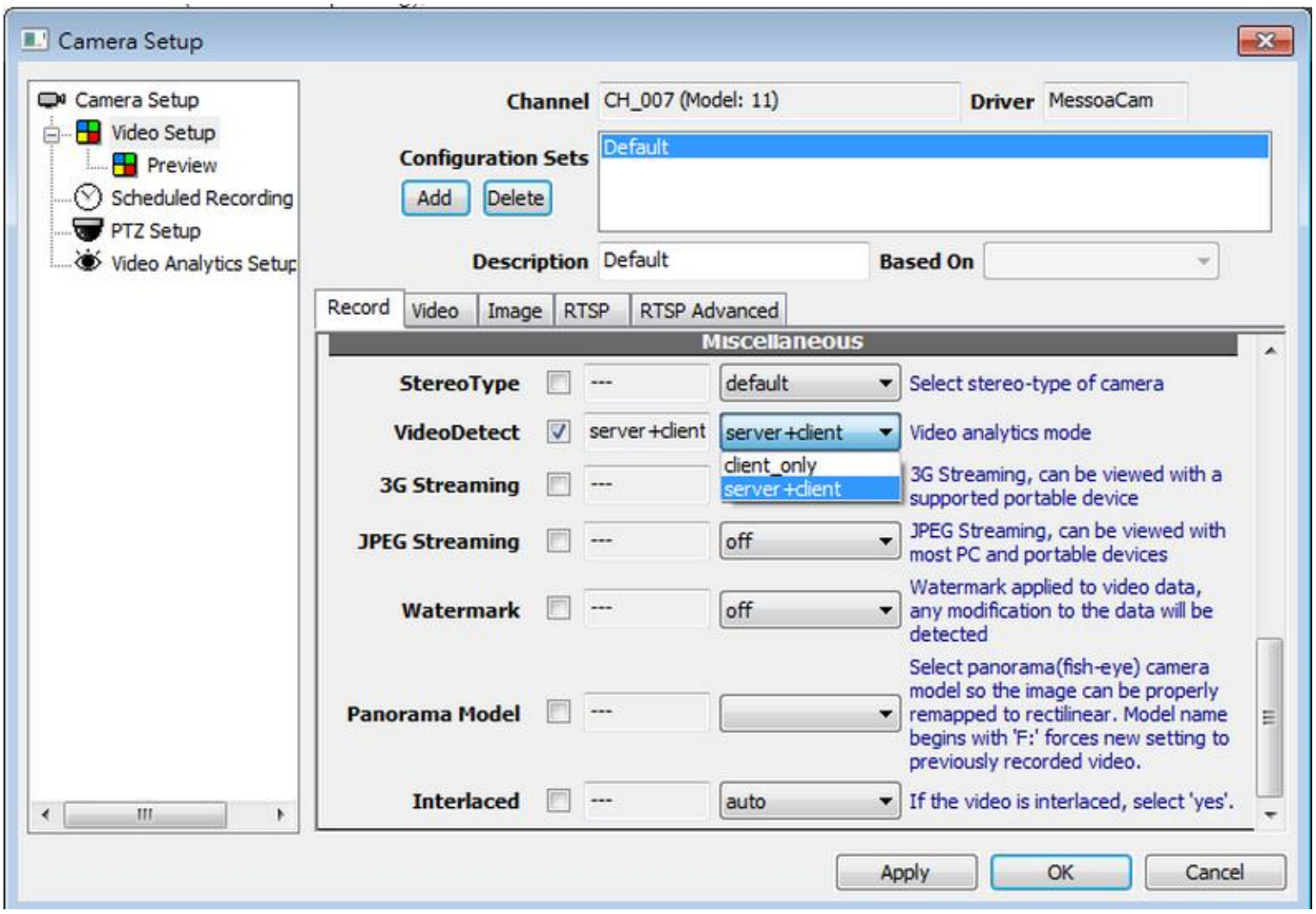
Please be aware that there are several similar files in C:\, they are:

- GeniusVision_SystemDb.dbx => system configuration
- GeniusVision_EventDb.dbx => event logs
- GeniusVision_ArchiveDb.dbx => archive data index

Out of the three files, only "GeniusVision_ArchiveDb.dbx" can be rebuilt by itself. Others, if deleted, are lost forever.
If deleting "GeniusVision_ArchiveDb.dbx" still doesn't fix the problem, then please try to delete all these three tables (because they may also be corrupted). You will need to re-configure all parameters of the system by deleting these tables, but you should not be needing to delete any recorded data. Our system is designed to recover recorded data automatically.

How to activate the video analytics?

You need to enable either...
1. server side detection (in Video Setup dialog), or...



(an orange eyeball on channel icon indicates that server is actively detecting)

2. client side detection. (click the eye icon on caption of a full function player)

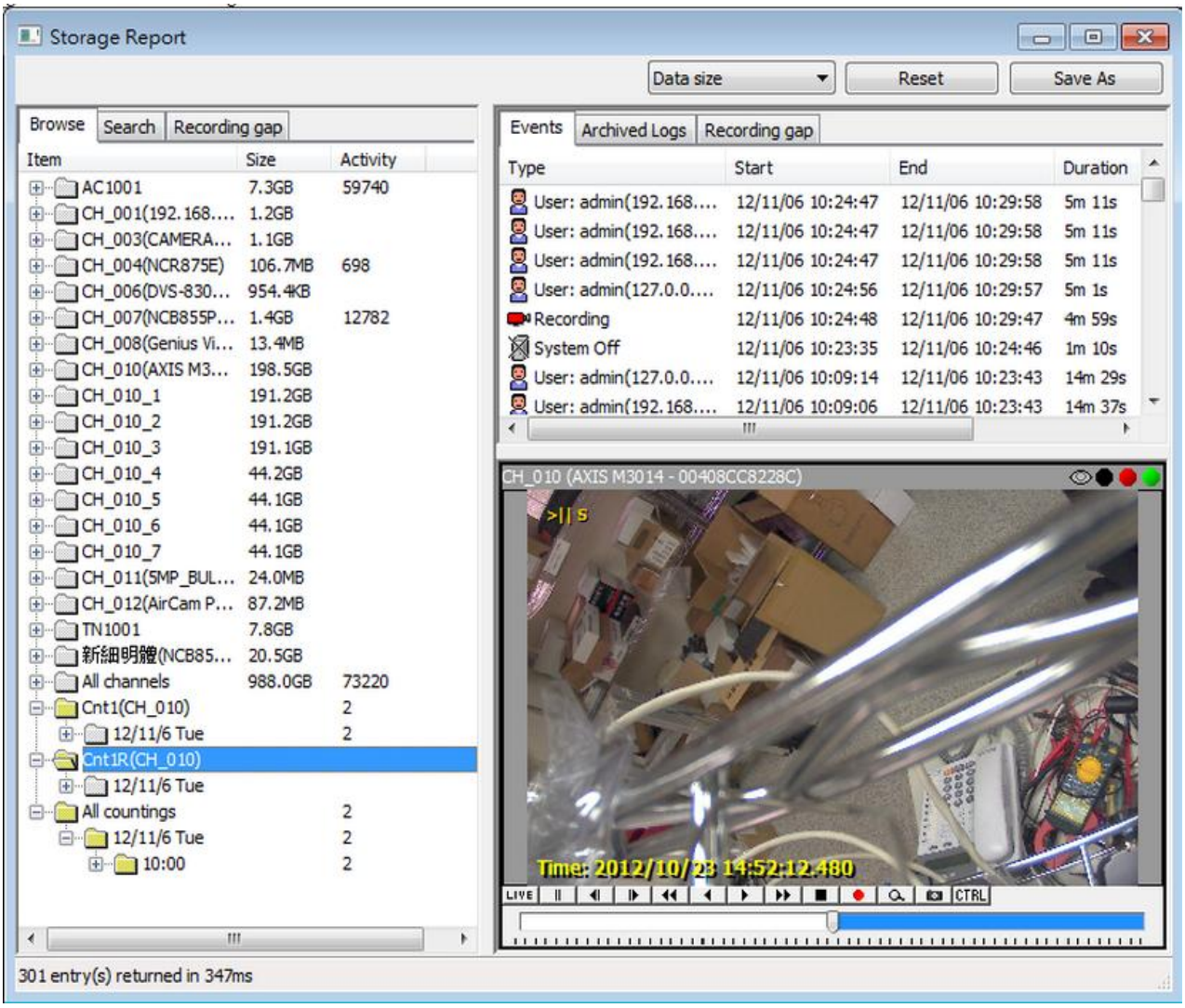
If you enable both, only results of server side will be used. But client detection is still useful for preview or demonstration.

Also check our manual and tutorial video here...

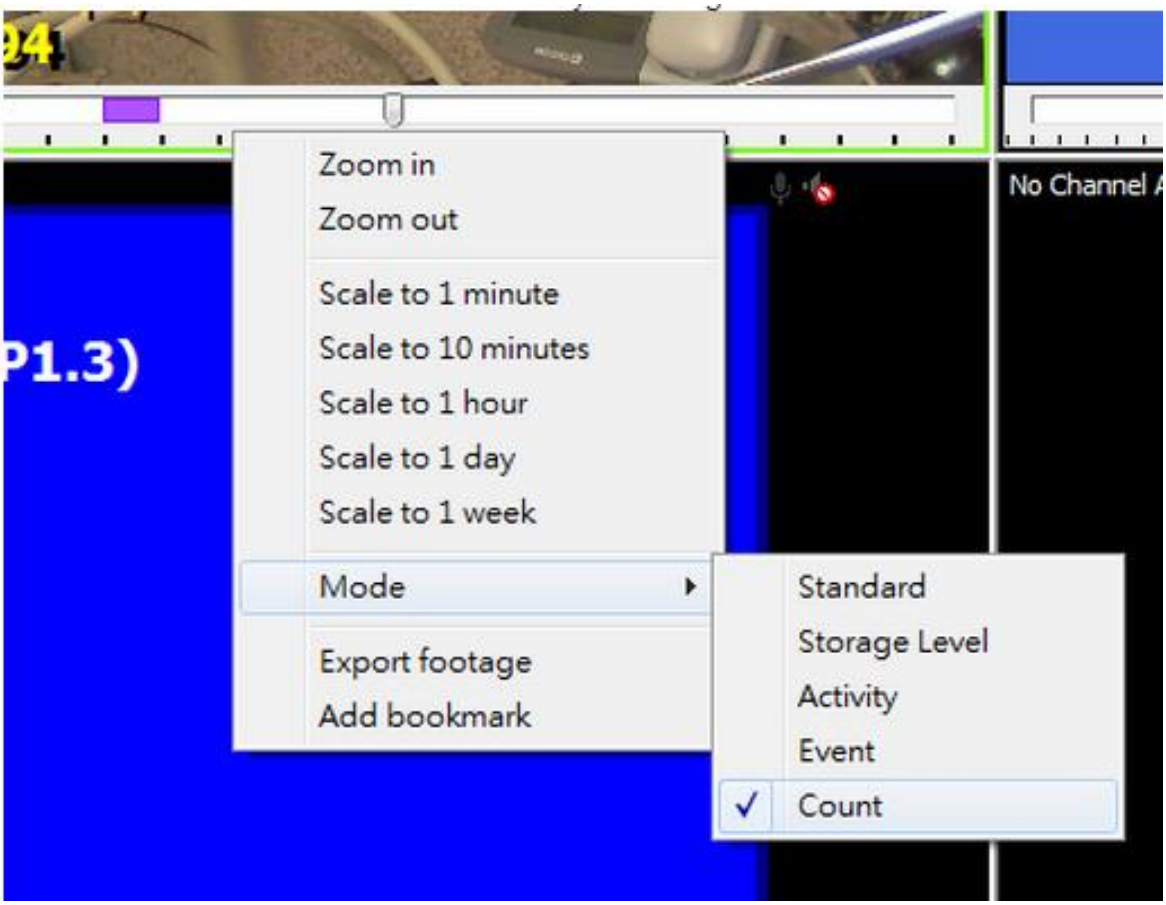
http://geniusvision.net/manual/activating_intelligent_detection.htm

How to get counting results?

Counting results can be viewed in Storage Report, by expanding the nodes 'CntX' or 'CntXR'. X is a auto assigned number and R stands for 'reverse', because counting has two directions. Or you can see the total counting in the node 'All countings'.



The results can also be visualized in Timebar by selecting mode **Count**.



What should I do when the video staggers?

Please use VLC or other software to rule out camera issue first. Don't use camera's IE interface to verify because it usually uses proprietary streaming protocol. But you can still try. If the video is staggering in IE then there's nothing we can do. If VLC works fine, you can try different decoder in our software or different codec settings in camera, or you can try reducing channel number to see if anything changes. If all this fail, we need the camera in our lab to investigate it.

What is the difference among different AVI Profiles for export footage?

AVI profiles are designed to deal with compatibility among different players or situations. Sometimes it's designed for a specific paid project. If one profile not working good enough then please try another. The difference among profiles are *minute technical details* and is rather difficult to explain. (Profile 2 and Profile 3 with embedded subtitle)

How can I reset system password (I have changed password from default and forgot it)

Warning: Please make sure you have administrative ownership to the system you are referring to. Doing

instructions below will have destructive effect on your NVR system configuration:

To reset system password, you have to reset system config by deleting **C:\GeniusVision_SystemDb.dbx**. You need to deactivate engine before doing so. After you do this, all system configuration will be reset (deleted), including your password (and camera settings etc).

I can't enter camera IP address correctly. Example: tried to enter 192.168.20.22. program will only allow 19.16.20.22.

Please try to use the **Domain Name** field instead. Take a look at an example here.

It looks this issue has something to do with Windows large font. Changing to small font will solve it.

How to make software full screen from startup in windows

Press F10 to toggle full screen. Leave the local console in full screen state and it will auto start that way next time system reboot.

How can I get the cost of commercial licenses

Please fill out our online sales inquiry. Someone will be contacting you shortly.

How to deal with "online license check failed" message

For Commercial Edition, if you are now using online license and has not yet committed to license to the computer, it will require constant Internet connection. Without Internet connection, in 3 days the online license check will fail. Nevertheless, the license code will automatically restore after 24-hours of inactivity.

We don't keep commercial license record forever so make sure in the future you will commit the license once the installation is stable within short time.

For more info please refer to License Authorization.

What's the size and frame rate of 3GPP video

Note: Since Mobile Client APP for iOS and Android has been developed, 3GPP streaming function is deprecated.

3GPP function supports video transcoding to a fixed size and frame rate at 320*240, 5fps.

Does Genius Vision NVR software support remote TV wall

Yes. See demo video here.

Does the recording overwrite oldest video when storage is full?

Yes. (This is the default and automatic behavior and there is currently no way to alter this behavior.)

What storage expansion solutions are supported

- iSCSI, HBA are supported.
- For NAS to be appear on storage config, you need to mount it before any user login and can be accessed by Windows service, since our software run as a service, and can run even without user login.
- USB has not been tested (NOT RECOMMENDED)

See also

- Why can’t I see NAS drive letter mapping on storage configuration?

Why can’t I see NAS drive letter mapping on storage configuration?

Windows treat drive letter mappings differently for services and applications. Services are those that run before any user login. Appilcations are those that can only run after user login. The two sets of entities access an entirely different drive letter mapping, and as far as we know there is no way for the two sets to interchange drive letter configurations.

I'm sorry we can't offer more help regarding NAS setup because NAS is not officially supported by our software. Perhaps you can dig up related information over the Internet regarding the topic "How to mount NAS for Windows services". Or one might want to consult NAS vendor for more information.

We recommend you use iSCSI or DAS, which does not have similar issues.

What are the supported file output formats

AVI, XGV (proprietary)

What are the video codecs currently supported

M-JPEG, MPEG-4, H.264

What are the supported OS

Windows XP/2003/7/server 2008/server 2012. Preliminary test shows Windows 8 is also supported.

For server-side OSes such as server 2008/server 2012, you might not see video display correctly because of lack of DirectX or driver support on the OS. You need to enable compatible mode to see video, however using this mode will decrease system performance.

See also

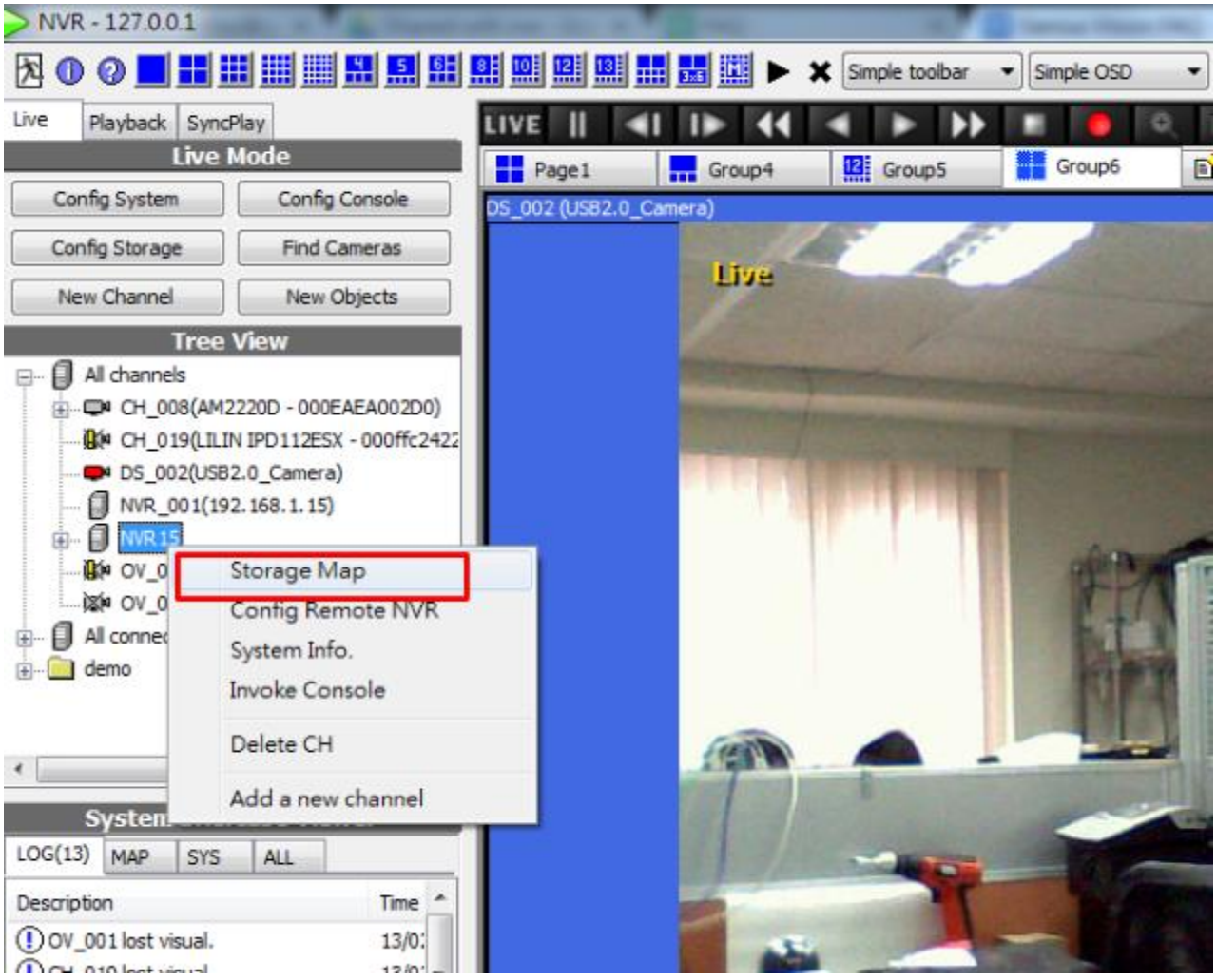
- Enabling compatible mode

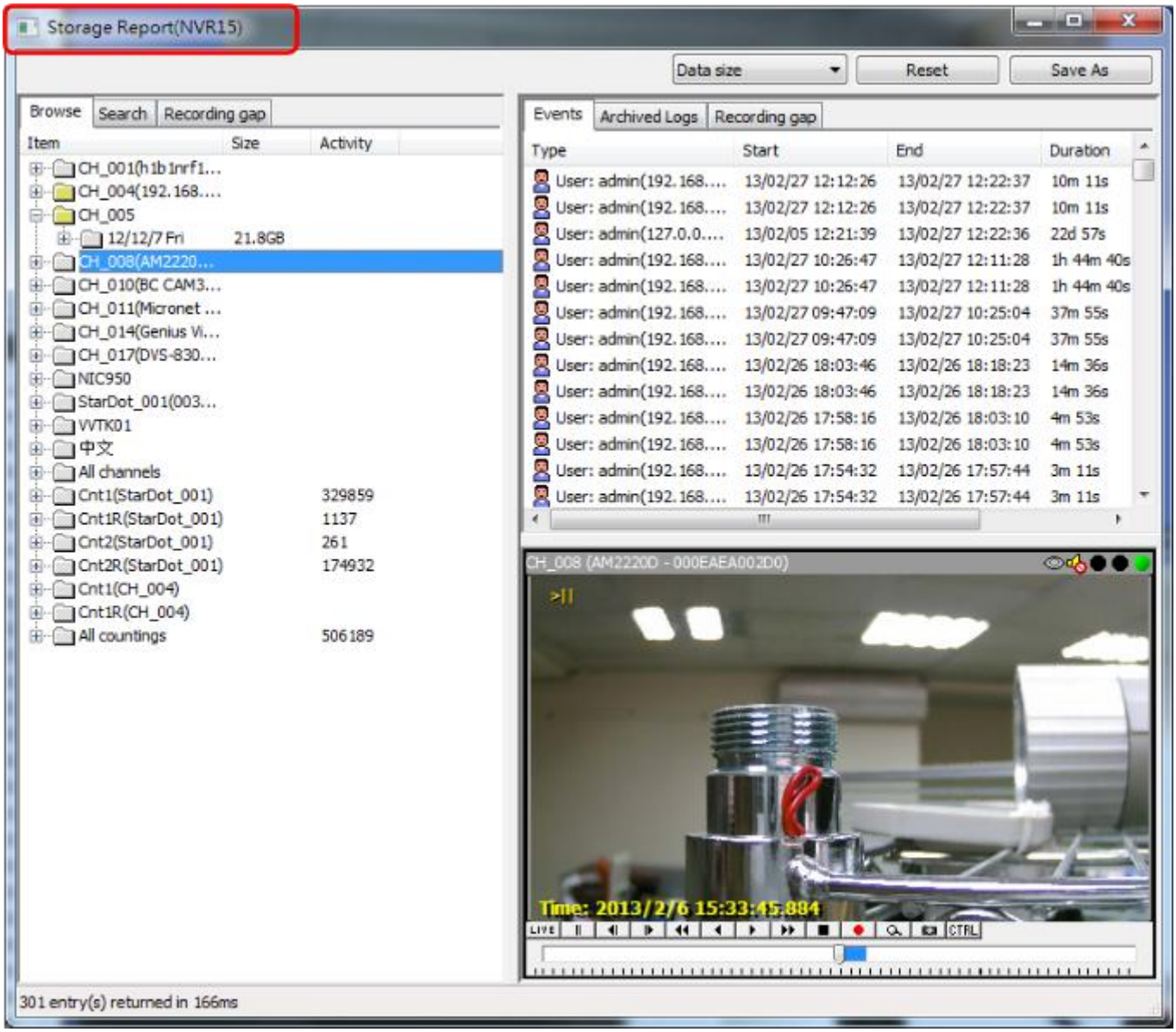
How to get started with GvClientX SDK

According to our experience, SDK is not for everyone.

So please contact us for more details.

How to open remote storage map folder of a managed NVR on CMS

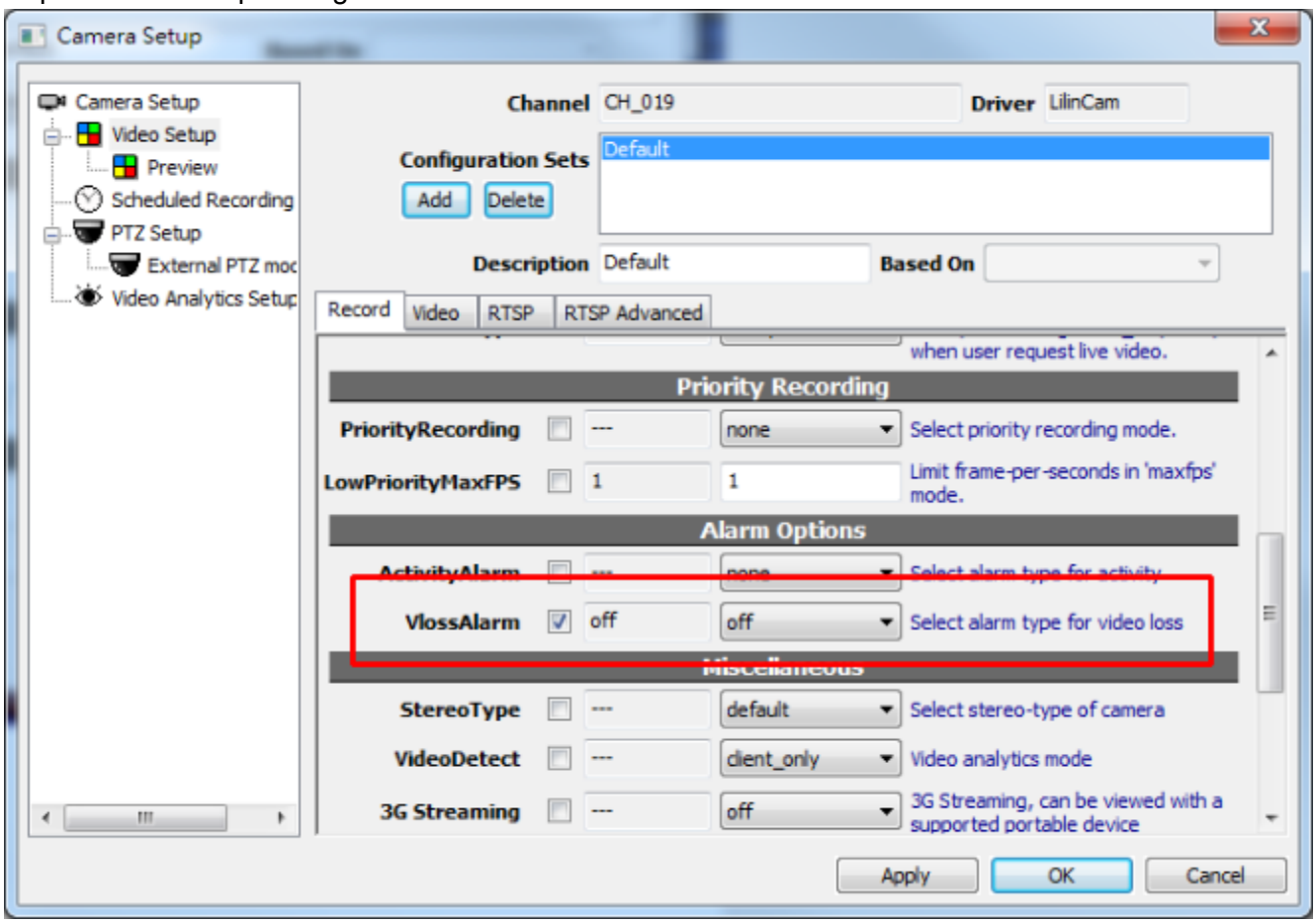



Storage Report(NVR15)
Data size
Reset
Save As
Browse
Search
Recording gap
Item
Size
Activity
CH_001(h1b1nrf1...
CH_004(192.168....
CH_005
12/12/7 Fri
21.8GB
CH_008(AM2220...
CH_010(BC CAM3...
CH_011(Micronet ...
CH_014(Genius Vi...
CH_017(DVS-830...
NIC950
StarDot_001(003...
VVTK01
中文
All channels
Cnt1(StarDot_001)
329859
Cnt1R(StarDot_001)
1137
Cnt2(StarDot_001)
261
Cnt2R(StarDot_001)
174932
Cnt1(CH_004)
Cnt1R(CH_004)
All countings
506189
Events
Archived Logs
Recording gap
Type
Start
End
Duration
User: admin(192.168.... 13/02/27 12:12:26 13/02/27 12:22:37 10m 11s
User: admin(192.168.... 13/02/27 12:12:26 13/02/27 12:22:37 10m 11s
User: admin(127.0.0.... 13/02/05 12:21:39 13/02/27 12:22:36 22d 57s
User: admin(192.168.... 13/02/27 10:26:47 13/02/27 12:11:28 1h 44m 40s
User: admin(192.168.... 13/02/27 10:26:47 13/02/27 12:11:28 1h 44m 40s
User: admin(192.168.... 13/02/27 09:47:09 13/02/27 10:25:04 37m 55s
User: admin(192.168.... 13/02/27 09:47:09 13/02/27 10:25:04 37m 55s
User: admin(192.168.... 13/02/26 18:03:46 13/02/26 18:18:23 14m 36s
User: admin(192.168.... 13/02/26 18:03:46 13/02/26 18:18:23 14m 36s
User: admin(192.168.... 13/02/26 17:58:16 13/02/26 18:03:10 4m 53s
User: admin(192.168.... 13/02/26 17:58:16 13/02/26 18:03:10 4m 53s
User: admin(192.168.... 13/02/26 17:54:32 13/02/26 17:57:44 3m 11s
User: admin(192.168.... 13/02/26 17:54:32 13/02/26 17:57:44 3m 11s
CH_008 (AM2220D - 000EAEA003D0)
Time: 2013/2/6 15:33:45.884
LIVE
CTRL
301 entry(s) returned in 166ms

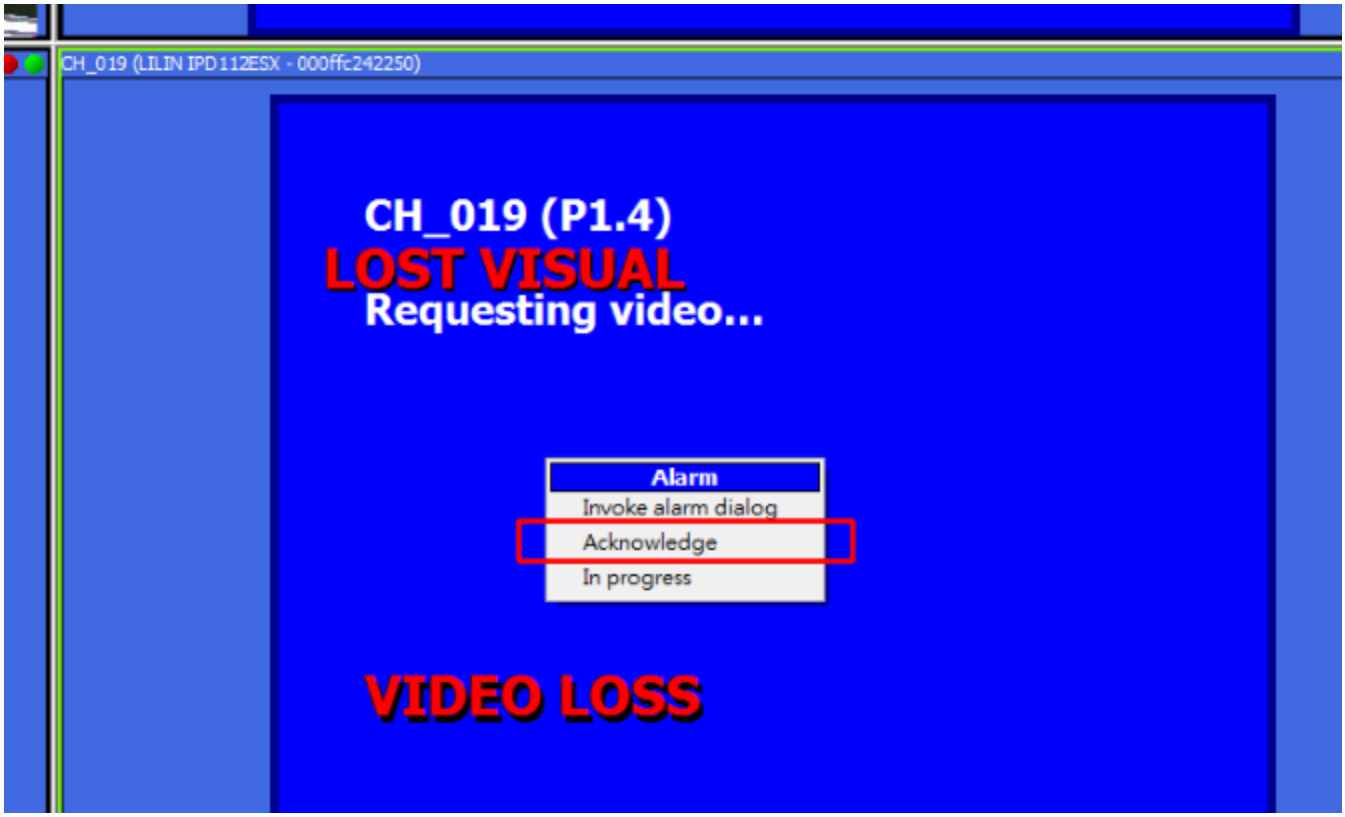
How to switch off the notification in the system briefcase viewer and in the live video

Note: Video loss alarm has changed to "**default off**" since version 838.

1. Open "video setup" dialog and set VlossAlarm at "off" mode



2. Point the cursor to the player(channel) and click the **left** button to evoke the dialog, then acknowledge the notification



What data is needed for the software rebranding

1. PFX format of "ActiveX/OCX Code Signing Certificate" of your brand
2. Logo file in BMP or PNG format, resolution: 140 * 56

Note: This is a business topic that is related to and dependent on OEM contract terms.

What are software development branches

Software development branching is a more prudent strategy because when a modification is made, often bugs are also introduced. Genius Vision's internal policy is we usually maintain two active branches and lay most RD forces on the primary development branch. On secondary maintenance branch, we only fix bugs and do minor modifications. Modification made in older branches is always ported to newer branches, but not the other way around.

Current primary development branch and maintenance branch will change over time. Customers are often encouraged to use maintenance branch as it's not modified very often and therefore is likely to result in less bugs. If a planned modification is of considerable modification then it will be put on primary development branch, rather than maintenance branch.

See also

- Genius Vision NVR Release Versions

What are the differences among Commercial Edition, Community Edition, and Lite Edition?

Genius Vision NVR has several software editions:

- **Community Edition** (abbreviated as **CmE**): Freeware non-commercial version. URL at: http://www.geniusvision.net/community.html. Details usage terms are inside the software installer.
- **Commercial Edition**: Commercial version. URL at: http://www.geniusvision.net/
- **Lite Edition**: Function-reduced economic version. Commercial licensing is available for purchasing. Product URL at: http://geniusvision.net/nvr-lite.html

Comparing **Community Edition** and **Commercial Edition**, they function almost the same and differ mostly only in packaging and licensing terms. The minor differences are listed below:

1. **Physical location of ActiveX CABs files**: For CmE, ActiveX CABs are located on our (Genius Vision) web server, while in Commercial Edition ActiveX CABs are enclosed to the embedded web server of the server installation.
2. **License usage**: Commercial Edition, if without commercial license installed, acts as a demo/trial/evaluation version. It requires persistence Internet connection to continue trial. If Internet connection interrupts, it can only run for continuous 3 days and then it will stop working. CmE, on the other hand, does not have this restriction.
3. **License packaging**: Commercial Edition, if without commercial license installed, comes with 8 channel intelligent editions with panoramic features enabled. CmE comes with 16-channel Professional Edition CmE license with 4-channel Intelligent Edition CmE features enabled.
4. **Commercial Edition and CmE does NOT connect to each other**: This point is particular important: that you cannot use Commercial Edition to connect to CmE, and vice versa. This also means that Central Management Station (CMS) function does not work between Commercial Edition and CmE.

For more information about **Lite Edition**, you can refer to Lite official product page or Lite Edition Trial Guide. Lite Edition does not connect to Commercial Edition nor Community Edition. The license code purchased for Lite Edition and Commercial Edition is not compatible and therefore cannot be used interchangebly.

For Commercial Edition, three types of licenses are provided: Professional, Intelligent, and Panoramic Edition. Each with different level of function available but they all uses the same Commercial Edition package.

The Commercial Edition does not have a separate formal package, as opposed to the trial edition. The only difference between formal version and trial version is that whether or not you have installed formal license.

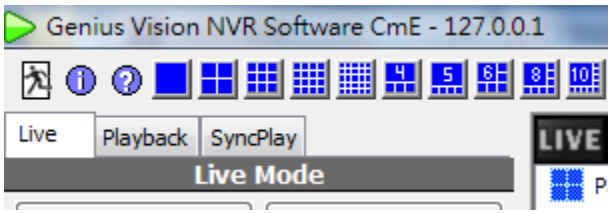
If you are using our software in commercial context then you need to pay for it. Using Community Edition or evaluation software on commercial context is not authorized and could have serious legal implications.

See also

- How to tell if I'm using Community Edition or Commercial Edition?

How to tell if I'm using Community Edition or Commercial Edition?

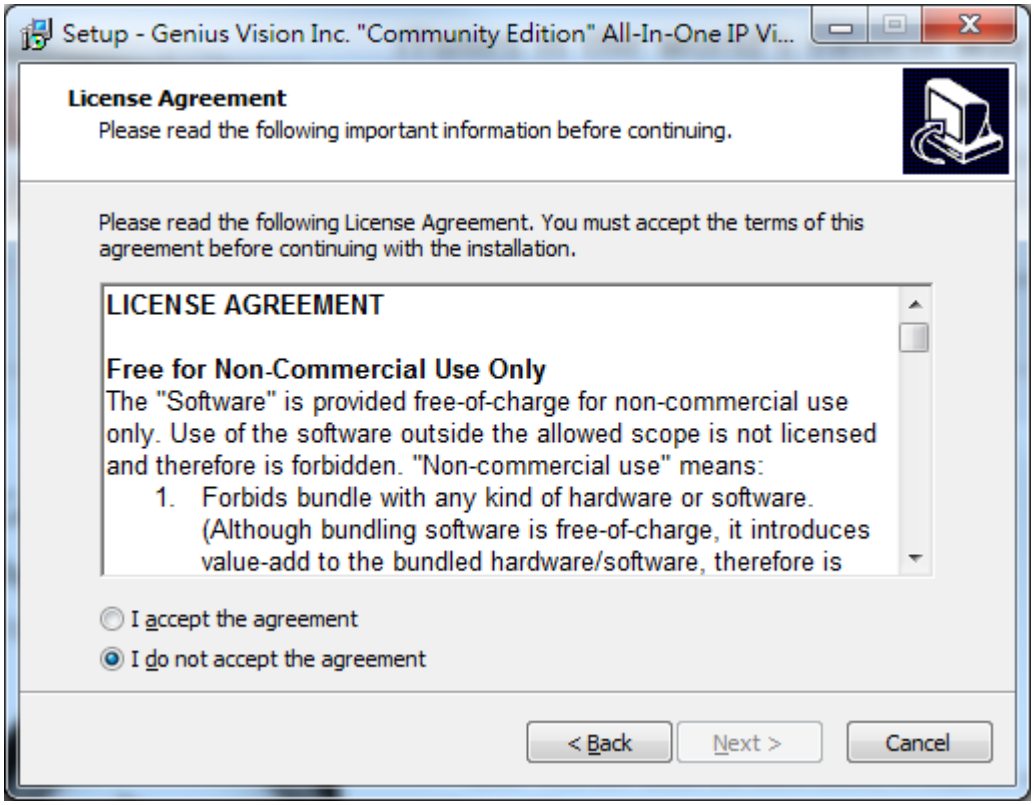
The simplest way is to look at the software window title. If it says CmE then you are using non-commercial Community Edition.

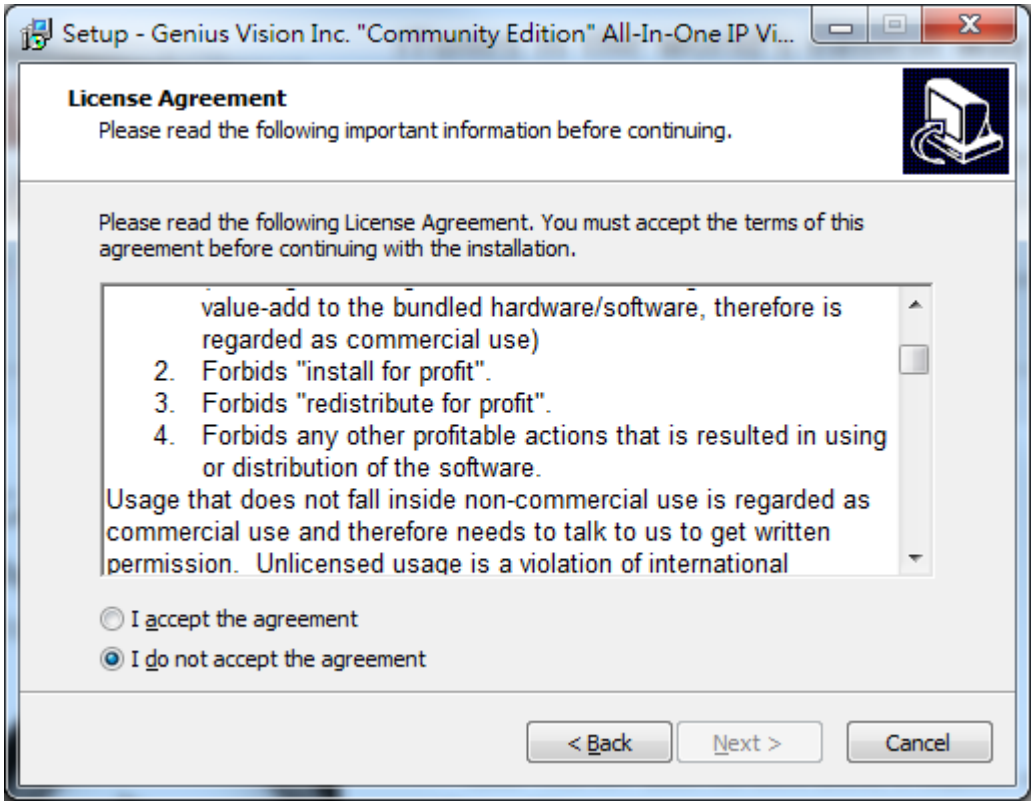


If you are using our software in commercial context then you need to pay for it. Using Community Edition or evaluation software on commercial context is not authorized and could have serious legal implications.

What's the license restrictions of the Community Edition

The actual license text is inside the installer package. We do not reinterpret the license resctrictions elsewhere. Refer to the screenshots below:





Does the software support feature X (unsupported and unplanned)?

Following features are known not supported, nor do we have plan to support it:

- multicast streaming
- audio loss
- export footage to formats other than XGV or AVI.
- support Linux platform
- support Mac platform
- re-compress or re-encode video for recording
- access to raw counting report data
- connect to other types of DVRs or NVRs

See also

- Can you do some kind of software modification?
- Why can't you implement support of feature X?

Why can't you implement support of feature X?

The decision to support or not to support a particular feature is mostly from the subjective view of ours.

Every product has its own advantageous and disadvantageous market competitive edges. We choose to implement some features because we evaluate the value added is worth the development cost. Likewise, we choose not to implement some features because we evaluate the value added is not enough to support the continuous development cost of such features.

Since this is a matter of subjective view, there is no point to further debate what is worthwhile and what is not.

Can you do some kind of software modification?

We've been dealing with many customers who are looking for software modification to fit their project needs, but most of them did not work out gracefully. Mainly because customers either were reluctant to pay for the modification fee before they secured the project or they just did not allocate enough budget for it.

Although we are equipped with the ability to do almost all kinds of modification, the cost to do any software modification could be potentially "**very expensive**". Therefore, we suggest new customers to at least try to use our standard products on their first projects, thus allowing mutual-trust to establish during the break-in period.

See also

- I see a promising market of XXX, but I need you to modify your software a bit. Can you do it?

I see a promising market of XXX, but I need you to modify your software a bit. Can you do it?

The cooperation model under discussion is about penetrating a particular vertical market. We received many similar requests in the past and did invest our RD in those so-called "promising modification". Unfortunately those efforts seldom produce good return. It's safe to say that we can modify the software to do almost whatever you want a software can do, but it's not easy for us to justify the development cost.

We still participate in such modification nowadays, but not with those who haven't already being distributing our software license. We choose vertical market partners very carefully from those who sold a significant amount of software license for two reasons: (1) those partners who are already very familiar with our software and therefore can lead us to a market where value is maximized for us. (2) Even if the plan eventually fails, our minimum income is guaranteed by the amount of license sold.

Do you have LPR or Face Recognition?

We had researched the technologies and did some preliminary tests, the result was promising. However, it has not really been implemented into our system mainly because we haven't got the real demand. Please advise us what the competition edge our software will gain after integrating such technologies and how much budget you would allocate for such development in order to start a discussion.

See also

- Can you do some kind of software modification?
- I see a promising market of XXX, but I need you to modify your software a bit. Can you do it?

Can you confirm that your software conforms to a particular technical or bidding specification?

Our policy is **not to respond to this kind of inquiries directly**.

We offer our full-functional free trial non commercial software for users who wish to confirm a particular specification to do the confirmation themselves.

For the specification of our products, please visit our official website.

Can you confirm that your software is compatible with camera VendorX/ModelY?

Please refer to following FAQ entries:

- Can you confirm that your software conforms to a particular technical or bidding specification
- Does your software support XXX camera? How can I get the video stream?

I have a CCTV system with components A,B,C,D,E combined with your software, can you make sure it will work?

Our policy is **not to respond to this kind of inquiries directly**.

We offer our full-functional free trial non-commercial software for users who wish to confirm whether or not a complex system combination will work by themselves.

For the specification of our products, please visit our official website.

See also

- System integration is a specialized expertise

I have a system with components A,B,C. Can you suggest how to choose components D,E,F that will work with A,B,C properly?

Our policy is **not to respond to this kind of inquiries directly**.

We offer our full-functional free trial non-commercial software for users who wish to confirm whether or not a complex system combination will work by themselves.

For the specification of our products, please visit our official website.

See also

- System integration is a specialized expertise

I need a system with requirements A,B,C,D,E. Can you please design such a system for me?

We are honored that you value our professional opinion and thus would ask us to design for you. However this is not a business model that we intend to participate.

We offer our full-functional free trial non-commercial software for users who wish to design a complex system to perform various internal testing scenarios and verify the fitness of the complex system combination by themselves.

See also

- I have a system with components A,B,C. Can you suggest how to choose components D,E,F that will work with A,B,C properly?
- System integration is a specialized expertise

Can you help to build system architecture for projects?

Every project is unique, it needs dedicated attention from professionals to ensure the product/service is properly delivered. Genius Vision is focusing on standard software product development, unlike System Integrators who are specialized in system integration and deployment. Therefore, to build any integrated system architecture, recruit/consult a qualified SI (other than Genius Vision) is essential.

See also

- I need a system with requirements A,B,C,D,E. Can you please design such a system for me?
- Does your NVR support a large number of cameras?
- System integration is a specialized expertise

Can I install both Community Edition and Commercial Edition on the same computer?

No, you can’t.

I have a Foscam model X but I cannot get it to connect to the NVR

We only support Foscam M-JPEG without additional functions. If your Foscam camera is not M-JPEG series than you probably won't see video.

There is currently no plan to add additional support to Foscam cameras.

I have N cameras installed in M network with R router, accessed by P computers. Can your software work well with all these?

Please refer to I have a CCTV system with components A,B,C,D,E combined with your software, can you make sure it will work?

How many cameras can your software support?

Please see following related topics:

- I have N cameras installed in M network with R router, accessed by P computers. Can your software work well with all these?
- Does your NVR support a large number of cameras?

We are looking for a special software solution with requirement A,B,C,D,E. Can you do it?

Please see following related topics:

- Can you do some kind of software modification?
- I see a promising market of XXX, but I need you to modify your software a bit. Can you do it?
- Can you confirm that your software conforms to a particular technical or bidding specification?
- System integration is a specialized expertise

I have some very specific needs for requirements A,B,C,D,E. Can your software be tuned to fulfill those all?

As a principle, Genius Vision VMS is a designed to be a standard product that covers the common professional VMS needs for most people.

In our experience, most "very specific needs" are deeply tied into certain vertical market and aren't able to support the development cost for a generic software, like ours, to develop toward those needs. To answer any of those questions also imply investing a significant effort. For better answer those questions, we recommend users to read the manual thoroughly and try to find out the answers by using our evaluation version of software themselves.

See also

- Can you confirm that your software conforms to a particular technical or bidding specification?

- I have a user operation question. Help!
- Can you do some kind of software modification?
- I have a CCTV system with components A,B,C,D,E combined with your software, can you make sure it will work?
- I have a lot of questions, can you help me with all of it at once?

I have a user operation question. Help!

Genius Vision NVR is a high complexity professional system. For us to reply an user operation question, we require user to go through all documentations and this FAQ document available before asking an operation question.

If the documentation isn't clear or you can't find documentation, please let us know by pointing out the exact point under discussion.

Thank you for your patience.

I see a camera VendorX/ModelY is listed as "supported camera" on your official website. Can you guarantee the compatibility?

No.

This is a unfortunately reality because a widespread and common phenomenon exists that camera upgrades and changes all the time without conducting further compatibility tests (both in firmware and hardware). Also, we can't rule out the possibility of software bugs that could theoertically exist everywhere (both in the camera firmware and our software).

However, we offer our full-functional free trial non-commercial software for users who wish to confirm the compatibility by themselves.

The risk of encountering compatibility issues can be greatly reduced if you urge your supplier to participate our no-strings-attached free ONVIF verification program.

See also

- Can you confirm that your software is compatible with camera VendorX/ModelY?
- Can you confirm that your software conforms to a particular technical or bidding specification?
- Does your software support XXX camera? How can I get the video stream?

What are the technical support policy of non-paid user or non-direct customer?

First of all, we would like to give our appreciation to those who are willing to try our software.

For years we provided direct technical support for all users. However as our user base grows, this is no longer a feasible scenario, due to following reasons:

1. We only have limited human resource. Refocusing our resource on direct paid customer is the only way to improve customer experience.
2. Most technical support requests lack vital information that is required to diagnose the true cause of the problem.
3. Most users did not read our documentation thoroughly before submitting a support request.

Thus, we have designed a technical support form and we require all users to fill out the form properly to submit a technical request.

Please be advised that we might not reply all support requests to non-direct-paid users due to resource constraints.

I can't connect Mobile APP to the NVR. Help!

Please check following steps:

1. The default control port of NVR is 3557, not 8086 (8086 is web port). For remote connection to work, port 3557 is required. You should also check your firewall settings about this.
2. Check your user name and passwords.
3. If you are using CmE, then you need configure the Mobile APP properly, because CmE and commercial edition does not connect to each other. You need to tell the APP which edition you want to connect.
4. If you still can't get it connected, please check our technical support process. Screenshots of settings on both mobile device and PC are especially important for mobile APP issues. Please be advised that we might not reply all support requests to non-direct-paid users.

Can you please provide hybrid capture card price?

For hybrid card inquiry, please fill out sales inquiry form to let us understand your company profile.

Due to the potential technical skill involved in the hybrid system integration, please briefly introduce your experience in this professional area in the inquiry form. Also, we will need to know your location, for the shipping planning and estimation.

What are the standard license purchase terms?

1. All software licenses, unless otherwise specified, is per-camera-channel permanent license and includes one-year free upgrade.
2. For software license, Genius Vision employees "online license authorization" mechanism. You will receive electronic license code without physical goods. The target computer where you intend to use the software on must be equipped with Internet access at the time of installation. The granted license will be fused into target computer configuration and cannot be migrated to another computer. In the case of

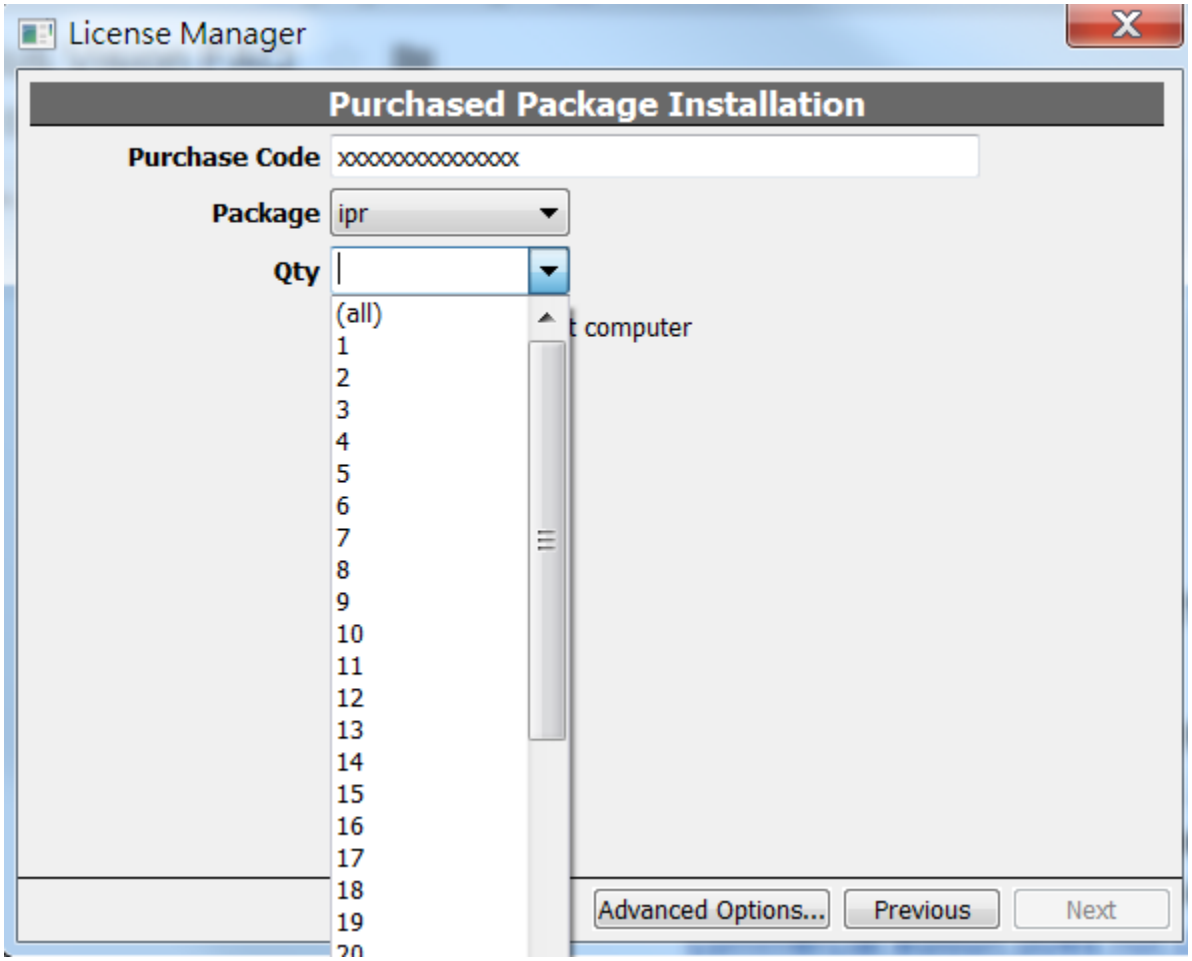
computer maintenance, such as OS re-installation, you are responsible to properly backup/restore license information in order for continued use.
3. The effectiveness of the software depends on many factors, including but not limited to: hardware, network, OS versions/patches, other software, and user operations. You have already tested the evaluation version of the software and found the software is suitable for your usage. By purchasing you agree to indemnify Genius Vision from any and all direct and/or indirect damages as a result of using the software that is caused by non-malicious intention. Therefore before you put the "Software" into use, it is your sole responsibility to evaluate and ensure its fitness.
4. Genius Vision excludes the implied warranty of (1)the fitness of a particular purpose (2)merchantability and (3)non-infringement.
5. The "Software" is a copyrighted work and proprietary properties of "Genius Vision Inc." It is a violation of international copyright law to (1)redistribute without proper authorization (2)reverse-engineer the software (3)circumvent license protection mechanism

Is the software license fee one-time or annual?

As our standard license terms states, all software licenses, unless otherwise specified, is per-camera-channel permanent license. However, it only last as long as the hardware you chose to "commit" to. If your hardware changes, it would invalidate the license code and therefore needs a new one.

Can a multi-channel license code to be installed on different PCs?

Yes, our online license authorization offers software publisher a more flexible way to sell license and to eliminate additional logistic cost. In NVR system, it even gives the flexibility to license software in per-single-channel basis. Therefore it's more cost-effective to the customers. This authorization mechanism allows you to specify the package of the software edition and quantity you wish to install to the target computers.



See also

- What are the standard license purchase terms?

What kind of support will a paid customer receive?

Normally, technical support is conducted by technical support form or Email. Most of the time, Email doesn't give enough information to diagnose the true cause of the problem, so filling out technical support form is still the best way for us to provide support.

Generally speaking, paid customer within one year receives higher priority of support. We do ask customer to be advised that:

1. We are a RD company and only have very limited technical support human resource. Please allow delay for support requests that requires technical intervention.
2. Please read all necessary documentation before submitting a technical support request.
3. Please **do** test and verify the software is suitable for your need before paying.

See also

- What are the technical support policy of non-paid user or non-direct customer?

If one decide to upgrade Professional license to Intelligent,

does one pay only difference or full price?

The short answer is that one needs to pay full price.

The Professional Edition license is for one camera to have Professional Edition function set. Similarly, Intelligent Edition license is for one camera to have Intelligent Edition function set. Currently, we don't have the special license upgrade option on per-channel basis. So basically you need to decide which edition you want to buy at the moment you buy.

See also

- Can I mix Professional license and Intelligent license on the same PC?

Can I mix Professional license and Intelligent license on the same PC?

Yes, you can.

For example, if you install 2 Professional Edition license and 1 Intelligent Edition license on the PC, then you will have totally 3 camera connection license. Two of them can use Professional Edition function set, and one of them can use Intelligent Edition function set. All Professional Edition function set is included in Intelligent Edition function set.

For detailed function comparision among editions, please refer to the **Product Specification** on the documentation page.

See also

- If one decide to upgrade Professional license to Intelligent, does one pay only difference or full price?

Can you add support to camera VendorX/ModelY?

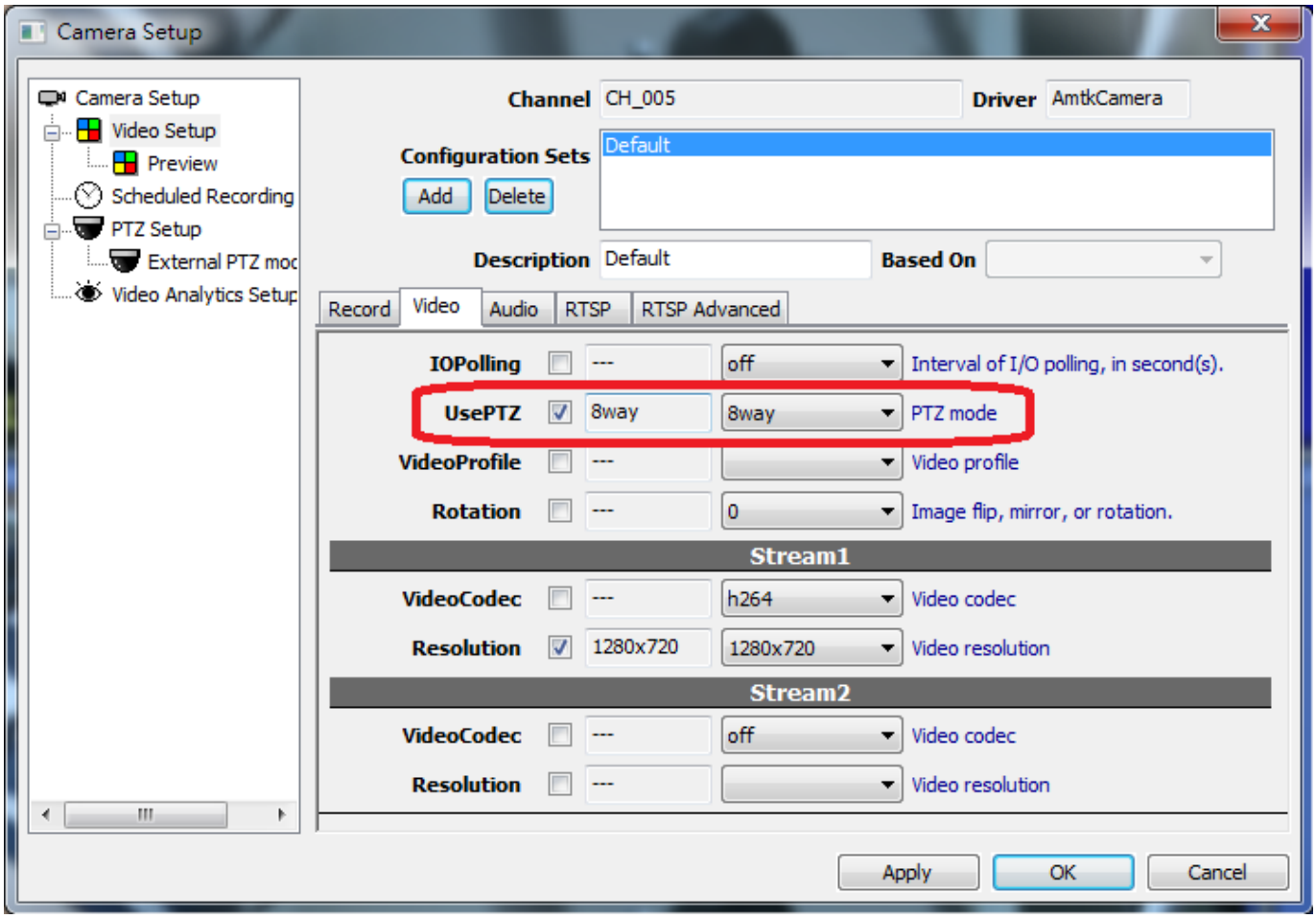
Instead of adding support to camera VendorX/ModelY, we now use ONVIF to achieve the purpose. You may urge your supplier to join our free ONVIF verification program.

Can you add support to FunctionZ to camera VendorX/ModelY?

Instead of adding support to proprietary FunctionZ of camera VendorX/ModelY, we now use ONVIF to achieve the purpose. You may urge your supplier to join our free ONVIF verification program.

I can't use PTZ on VendorX/ModelY camera. Help!

First of all you have to verify and ensure the camera PTZ is functioning well through other means. If the outcome is positive then connect it to our software and select appropriate driver. This example will take Axis as an example, each driver will be slightly different. You need to find **UsePTZ** option and enable it.

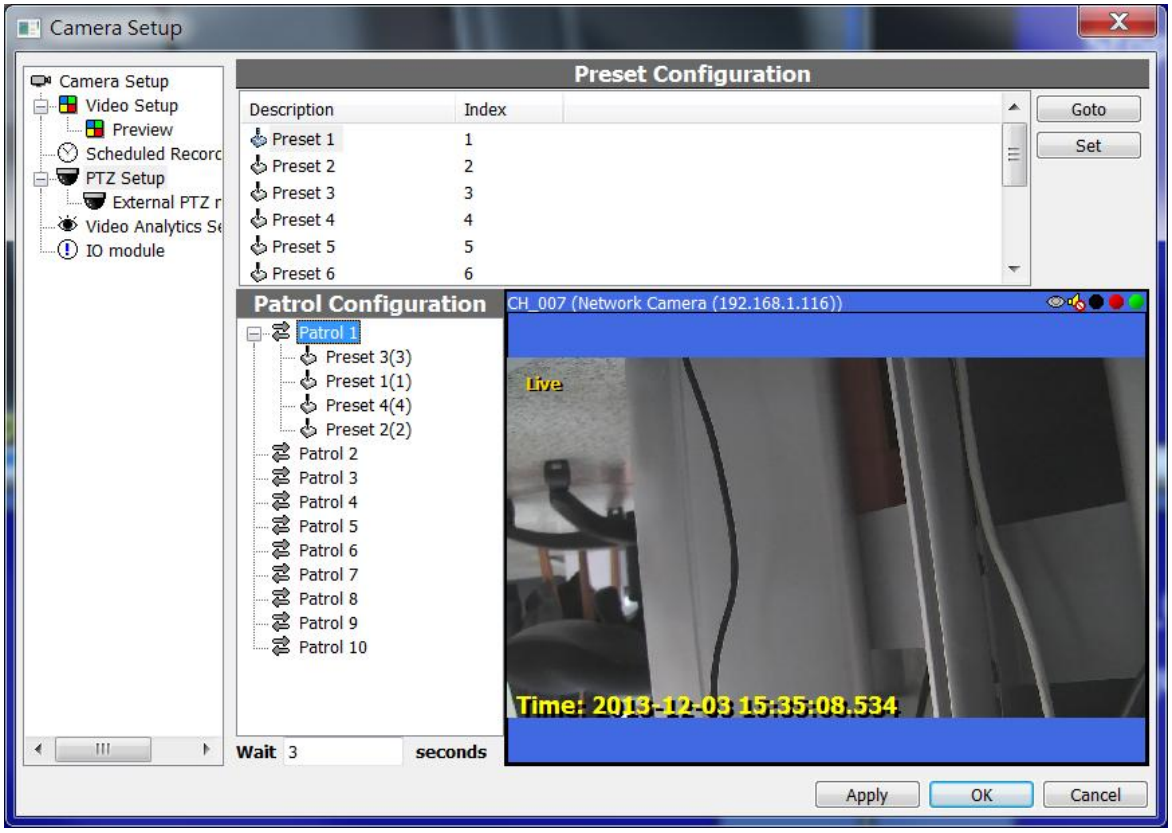


See also

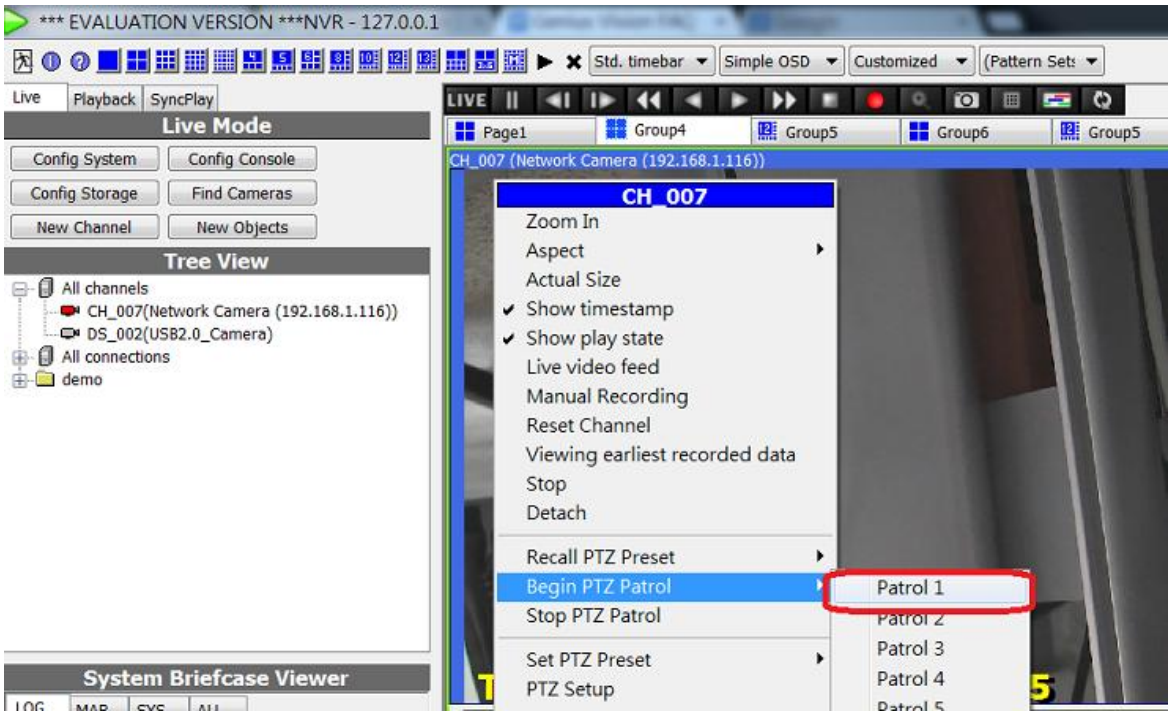
- I can't use FunctionZ on VendorX/ModelY camera. Help!

How to execute patrol function

Verify the patrol setting is properly configured.



Right click on the player to evoke the dialog and select the route you wish to patrol.



I can’t use FunctionZ on VendorX/ModelY camera. Help!

In this case, there really isn’t much we can do about it. Reasons are explained below:

1. There is, unfortunately, a widespread and common phenomenon that camera upgrades and changes all the time without conducting further compatibility tests (both in firmware and hardware).
2. Also, we can't rule out the possibility of software bugs that could theoretically exist everywhere (both in the camera firmware and our software).
3. To fix this kind of issue, we need at least the actual device setup inside our lab. Typically this is simply economically infeasible.

This is why we created the free ONVIF verification program that we hope to drastically improve this unfortunate industrial reality. You may urge your supplier to join this program.

See also

- I see a camera VendorX/ModelY is listed as "supported camera" on your official website. Can you guarantee the compatibility?

I can't connect to remote NVR. Help!

Please check following steps:

5. The default control port of NVR is 3557, not 8086 (8086 is web port). For remote connection to work, port 3557 is required. You should also check your firewall settings about this.
6. Check your user name and passwords.
7. If you are using CmE server, then you need to use CmE client, because CmE and commercial edition does not connect to each other.
8. If you still can't get it connected, please check our technical support process. Screenshots of settings on both PCs are especially important for mobile APP issues. Please be advised that we might not reply all support requests to non-direct-paid users.

I can't connect to my ONVIF-compliant camera. Help!

It's known that possibility exists that two ONVIF-compliant devices might not be working together. In our experience, it might be caused by:

1. Firmware or software bugs.
2. Different interpretation of ONVIF specification among developers.
3. Ambigious specification definition or specification bugs. (Yes, specification can contain bugs)

We offer comprehensive process in our free ONVIF verification program to resolve such issues. You may urge your supplier to participlate this program to reduce compatibility problems.

Can you recommend a camera on your list?

As we are not able to perform system integration tasks, emergency support, specification verification, or field troubleshooting, we are not in a position to propose or recommend any camera or hardware.

Nevertheless, we offer free ONVIF verification program for IP camera manufacturers and here is a list of camera models that are tested in our lab.

Can I use Gmail, Yahoo, or Hotmail to receive trigger policy notification?

No you can't. The reasons are explained below:

Free Yahoo Email and Hotmail does not provide standard SMTP protocol, while Gmail requires TLS (some kind of encrypted transmission) which we don't currently support.

There is currently no plan to support these free Email types.

You need to find a mail server that supports SMTP protocol without TLS requirement. It's generally the case of corporate internal mail servers, not those free Email servers which (due to being the main target of Email abuse or spamming) requires higher security.

--