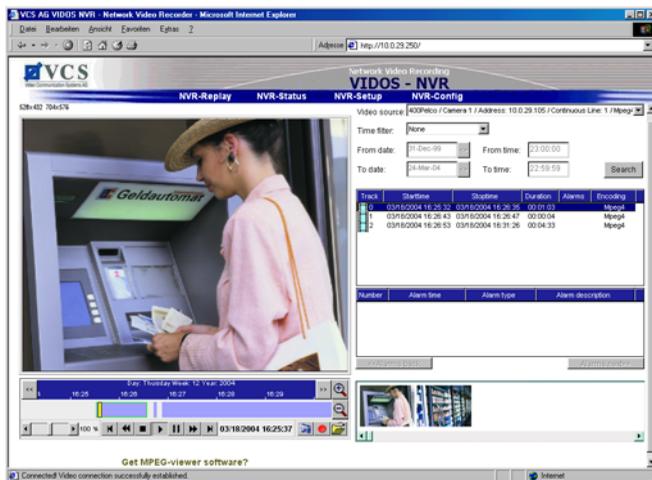


VIDOS-NVR

User Guide



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Note

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Introduction

About this user guide

This user guide is intended for persons responsible for the installation and operation of the VIDOS-NVR. It describes the installation of the software and how to operate the VIDOS-NVR using a Web browser.

Conventions

Symbols and notation

The following symbols and notation are used to draw attention to specific situations.



Warning!

This symbol indicates safety instructions that must be followed to avoid loss of data.



Note

This symbol indicates special features as well as tips and instructions for working with the software.

VIDOS-NVR

The VIDOS-NVR is a software for digitally recording and replaying video sequences. NVR stands for **N**etwork **V**ideo **R**ecorder, because the VIDOS-NVR enables any standard PC (commercial server) with sufficient storage capacity to function as a digital network recorder. External storage or RAID systems are also supported.

The VIDOS-NVR offers completely new technology for network-based storage of digital video data. In addition, integrated ANR technology (**A**utomatic **N**etwork **R**eplenishment) ensures complete restoration of digital data in the event of network failure.

The VIDOS-NVR records video, audio and metadata. It is also possible to access each camera connected to the system independently of the computer or the camera location.

A VIDOS-NVR application is very flexible and scalable. Any device with a direct interface to the network can be integrated. This makes it possible to register further video sources whenever required, and integration of additional memory is a simple matter.

The ANR technology integrated in the VIDOS-NVR protects the system against data loss due to network failure. Network failure is registered immediately. After restoration of the network connection, gaps in the recording are filled in automatically. In this process, the ANR technology inserts the missing parts from the local hard drive recording of each device seamlessly into the gap in the network recording.

The VIDOS-NVR is generally operated using VIDOS all-purpose video management software from VCS, but independent direct access using a Web browser is also supported.

Overview of functions

The main functions of the VIDOS-NVR are:

- Device-independent digital recording of video, audio and metadata
- Faster, more convenient search function to access desired video sequences
- Availability of the recorded video images on the entire network worldwide
- Simple integration of an unrestricted number of cameras and storage media
- Immediate integration in VIDOS
- Direct access from any location via a Web browser
- User-friendly graphical operating interface
- Gap-free storage, even when the network fails, due to ANR technology

Supported components

The VIDOS-NVR supports data recordings from all VCS hardware products. VIDOS from VCS is supported for replay purposes.

System requirements

Installation requirements

Your system must meet the following requirements in order to install the VIDOS-NVR:

- Computer with a Pentium III Xeon or Pentium IV CPU, 1.8 GHz or faster and 1024+ MB RAM
- Windows 2000 operating system and network access via a 100/1000 MBit network interface card
- VGA graphics card
- Storage media: IDE or better; SCSI II, SCSI Ultra or Fiber Channel are optional
- At least 20 MB free disk space for installation

Requirements for Web browser operation

The accessing system must meet the following requirements for operation of the VIDOS-NVR using a Web browser:

- Graphic card:
NVIDIA GeForce FX 5700 Ultra, FX 5900 Ultra or FX 5950 Ultra,
or Matrox Parhelia,
or ATI RADEON 8500, 9500, 9800,
or an equally good model
- Installation of DirectX 9.0 software
- Installation of the most recent version of MPEG ActiveX from VCS
- Microsoft Internet Explorer 6.0 or later version
- A sound card is recommended

Installing VIDOS-NVR

Installation

The installation program for the VIDOS-NVR can be found on the CD-ROM. The program will usually start automatically after the CD is placed in the drive.

If the CD does not start automatically, open Windows Explorer and start file **vidos-nvr_setup.exe** on the CD manually by double-clicking.

 **Note**

Before inserting the CD, close all applications and open programs.



Warning!

For security reasons, the VIDOS-NVR should not be installed on the same computer as VIDOS. When selecting the target directory for storing recordings, ensure there is sufficient storage space. As soon as the available storage space is full, older recordings will be automatically overwritten with new ones.

- Place the CD-ROM in the drive. The installation program will start.
- Follow the instructions in the installation program.
- If you want to use a separate drive for storing recordings, such as an external RAID system, make sure you specify the path to the target directory properly during installation. Otherwise, the suggested default directory can simply be confirmed by clicking **OK**.
- After installation is complete, remove the CD from the drive and restart the computer.

The VIDOS-NVR is installed as a temporary demo version but provides the complete range of functions from the start.



Warning!

Replace the demo version with a temporarily unlimited license version in due time in order to use the VIDOS-NVR without interruptions (see following section).

Settings and video sequences stored during the term of the demo version are still available after the conversion to the license version.

Conversion to the Temporarily Unlimited License Version

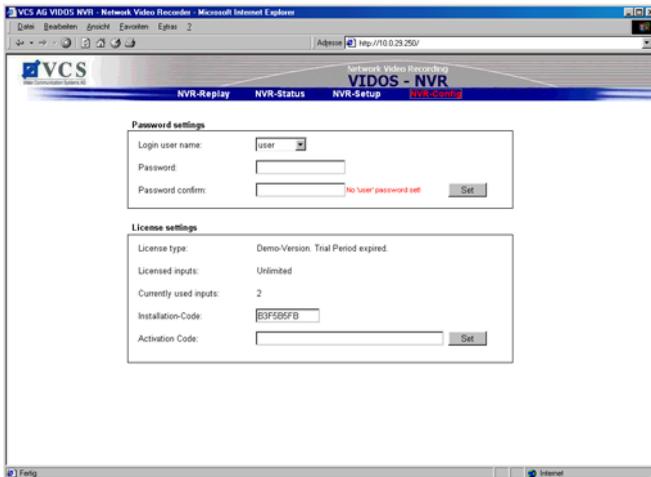
Activation of the VIDOS-NVR for temporarily unlimited use is done with the help of two activations keys that you receive from your software distributor.



Warning!

The installation code that is the basis for the activation keys is bound to the hardware of the computer on which it is generated. The activation keys only work on that specific computer. Therefore it is essential for licensing to install VIDOS-NVR on the same computer the license version is to be running on.

- Start the browser and enter the IP address of the computer on which the VIDOS-NVR is installed (e.g. `http://10.0.29.250/`). The **NVR-Replay** page is opened.
- Click the link **NVR-Config** in the navigation bar. Under **License settings** the remaining evaluation period of the demo version is shown in **License type**.



- Note down the **Installation-Code**.
- Give the code to your software distributor.

- Give him the VIDOS-NVR serial number you find on the packaging and confirm the number of channels you want your VIDOS-NVR license version to support.

You will receive two activation keys from your software distributor that are generated based on the installation code and activate the VIDOS-NVR license version for the respective computer.

- Open the **NVR-Config** page in the Web browser.
- Enter the first key as **Activation Code** (typing or with copy&paste).
- Click **Set** to save the activation key. The message **Activation Code successfully entered!** is displayed.
- If the message **Activation Code is incorrect!** is displayed enter the key again and click **Set**.
- Repeat the procedure to save the second activation key. In the **License type** field the entry changes to **Full-Version**. The VIDOS-NVR license version is now active.

 **Note**

Access to the **NVR-Config** page is still possible when the evaluation period of the demo version has expired.

Upgrades

You can increase the number of licensed channels for your VIDOS-NVR at any time.

- Order the desired upgrade from your software distributor giving him the **Installation-Code** of your VIDOS-NVR (see above).

You will receive an activation key from your software distributor that is generated based on the installation code.

- Open the **NVR-Config** page in the Web browser.
- Enter the key as **Activation Code** (typing or with copy&paste).
- Click **Set** to save the activation key. In the **Licensed inputs** field the new number of licensed inputs will be displayed. The VIDOS-NVR is now upgraded.

Updates

Note

Before installing a VIDOS-NVR update, recorded data should be backed up.

Before beginning the update, make a back-up of directory ...**vidos-nvr-data** including all data and subdirectories.

- Install the new version.

De-installation

If you no longer wish to use the VIDOS-NVR on a computer, the program can be removed at any time.



Warning!

The VIDOS-NVR license is bound to the computer hardware and cannot be used on another computer. Please contact your software distributor if you want to use your license on another computer.

- Terminate any active recordings using the VIDOS-NVR and close the Web browser and VIDOS if it is running.
- Open the Windows installation console
(**Start – Settings – Control Panel – Add/Remove Programs**).
- Select **VIDOS-NVR** from the list, then click the **Change/Remove** button.
Follow the instructions on the screen.

Starting and Stopping VIDOS-NVR

Automatic start

After installation, the VIDOS-NVR will start automatically. You can check whether it started successfully.

- Open the Windows services management console
(**Start – Settings – Control Panel – Administrative Tools – Services**).
- Look for **VIDOS-NVR** in the list of services.
- Check in the **Status** column to see whether the service started.

Stopping the program

You can stop the VIDOS-NVR at any time.

- Open the Windows services management console
(**Start – Settings – Control Panel – Administrative Tools – Services**).
- Select **VIDOS-NVR**.
- Right-click with mouse and select **Stop** from the context menu. The VIDOS-NVR will be terminated.

Starting the program manually

- Open the Windows services management console
(**Start – Settings – Control Panel – Administrative Tools – Services**).
- Select **VIDOS-NVR**.
- Right-click with the mouse and select **Start** from the context menu. The VIDOS-NVR will start.

Operation using a Web Browser

Basics

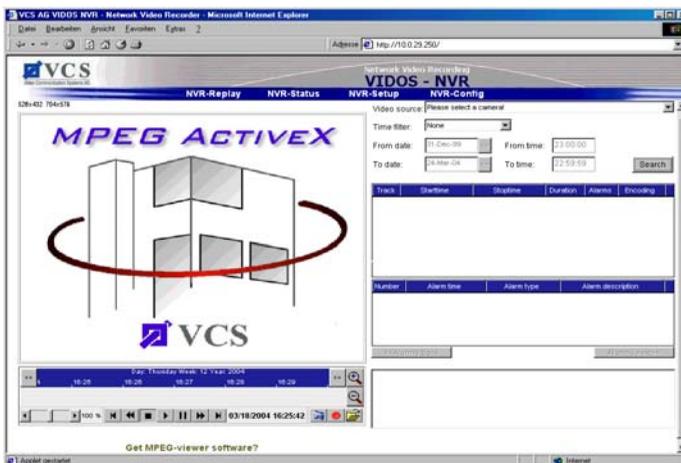
The VIDOS-NVR is designed to be operated with VIDOS all-purpose video management software from VCS. VIDOS provides access to the complete range of functions in the VIDOS-NVR. However, limited operation is also possible using a Web browser. You can create and configure recording tasks and view stored recordings.

The VIDOS-NVR can be accessed from any location worldwide. All that is needed is a computer with VIDOS or a Web browser installed and network access.

Establishing the connection

To access the VIDOS-NVR using a Web browser, all you need is the IP address of the computer on which the VIDOS-NVR is installed.

- Start the Web browser.
- For the address, enter the IP address of the computer on which the VIDOS-NVR is installed (for example <http://10.0.29.250/>). The replay page will open.



Password protection in the VIDOS-NVR

If the VIDOS-NVR is password-protected against unauthorized access, a dialog box requesting the password will appear first.

- Enter the user name and associated password in the corresponding text fields.
- Click **OK**. If the password is correct, the VIDOS-NVR replay page will open.

Navigation

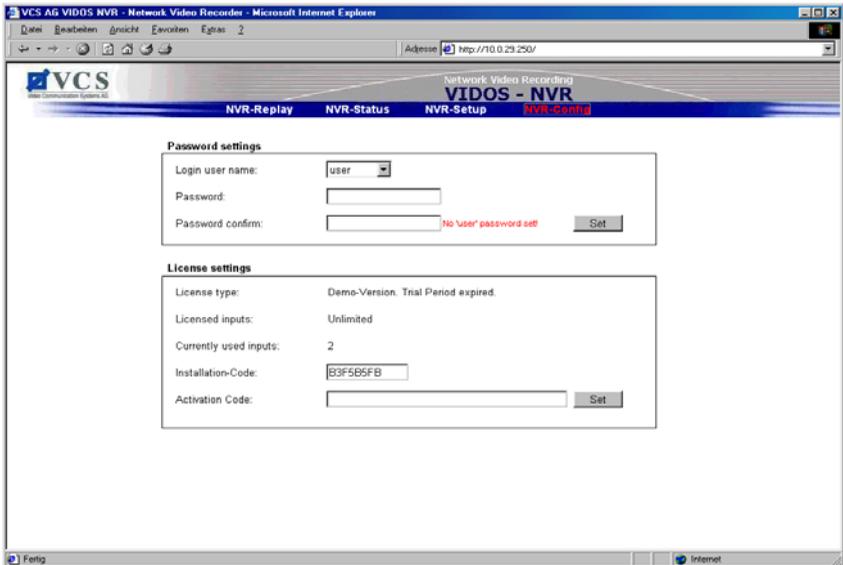
Configuration and operation of the VIDOS-NVR takes place in four HTML pages. Use the links in the upper part of the window to access these pages.



- Click on one of the links to navigate to the corresponding page.

Password protection and license information

On the **NVR-Config** page you can assign passwords and get information on the license status.



Protect the VIDOS-NVR with a password in order to prevent unauthorized access.

The VIDOS-NVR uses two authorization levels:

■ Service

Access to all VIDOS-NVR functions

■ User

Access to the status page and for replaying stored recordings

👉 Note

Always assign both authorization levels. If only the subordinate authorization level is assigned, then higher-level functions can also be used with this authorization level. If only the **User** authorization level is used, the User password enables access to all functions.

- Select the desired authorization level in the **Login user name:** list field in the **Password settings** section.
- Enter the desired password in the **Password:** field.

- Enter the new password again in the **Password confirm:** field to rule out the risk of typing errors.
- Then click **Set** to save the changes.

 Note

If no password has been assigned to the selected authorization level, then the message **No password set!** is displayed.

In the section **License settings** information on the license status is displayed. Here the license version can be changed inserting activation keys (see page 10).

License type

This field shows whether a demo version or a full version is used. In case of a demo version the remaining evaluation period is displayed.

Licensed inputs

In this field the number of licensed channels is displayed.

Currently used inputs

In this field the number of active channels is displayed.

Installation-Code

In this field the installation code is displayed, which is necessary for generating the activation keys.

Activation Code

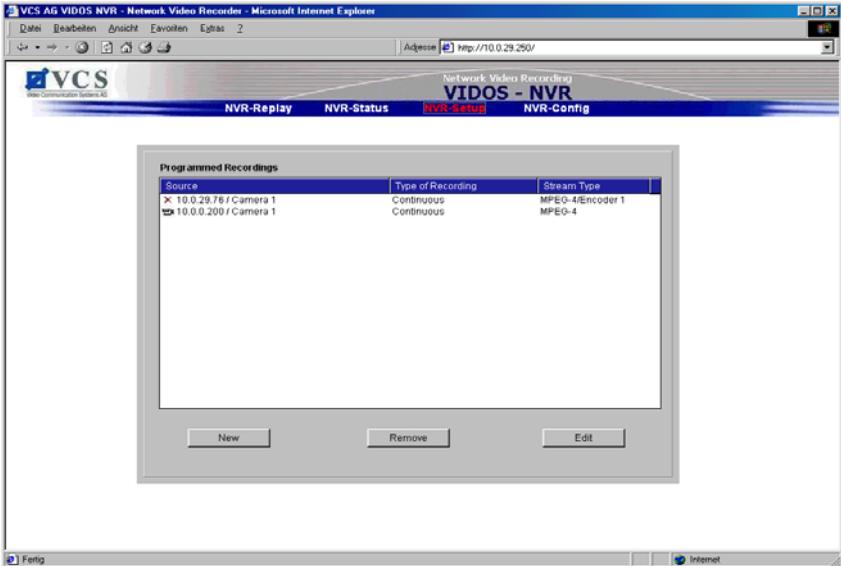
Here you insert the activation keys for changing the license status, e.g. to switch from the demo to the full version.

 Note

Here the conversion to the temporarily unlimited license version is activated (see page 10). Replace the demo version in due time in order to use the VIDOS-NVR without interruptions.

Recording task administration

The VIDOS-NVR offers extensive options for planning and managing recording tasks. The **NVR-Setup** page provides an overview of all programmed recording tasks. You can create new recording tasks here and existing tasks can be edited or deleted.



- Click **New**. The **Add Recording** window will open, and a new task can be created.
- or
- Select an existing task and click **Edit**. The **Edit Recording Setup** window will open, and the selected task can be edited.
- or
- Select an existing task and click **Remove** to delete the task.

Note

A new recording task becomes active immediately. If the current time falls within the scheduled active time range, the VIDOS-NVR will start recording immediately.

Recording task configuration

All key parameters for the recording task can be configured resp. changed in the **Add Recording** resp. the **Edit Recording Setup** window. Both windows provide the same parameters.

- Click **New** on the **NVR-Setup** page to open the **Add Recording** window and to create a new task.

or

- Mark one of the listed recording tasks and click the **Edit** button. The **Edit Recording Setup** window will open and you can change the settings for the chosen recording task.

- Configure the desired settings in the window. An overview of the setup parameters is listed below.
- Click **Time...**, in order to define a schedule.
- Then click **OK** to apply the settings and return to the **NVR-Setup** page.

or

- Click **Cancel** to return to the **NVR-Setup** page without making changes.

Source for recording

This field displays all the active video sources in the system. Select a video source for the recording here.

Add device manually

You can add video sources not yet active in your system. Click the **Add** button. The **Add device manually** window will open. Enter the IP address in the new window and choose the device type.

Video Encoder

Select the encoder for the video source from which you wish to record video images. The selection options depend on the video source selected. Encoder settings can be changed in the configuration pages for the transmitting device concerned.

MPEG-2 produces images of first-class quality, resulting in a large quantity of data. MPEG-4 by comparison produces a very small quantity of data, and the images are of lesser quality.

Line

If the video source has more than one channel, select here which channel is to be recorded.

Unit password

If the video source has a password, enter it here.

Type of recording

Select the desired recording mode. The **Continuous recording** option stands for uninterrupted recording, with the option **Event recording** recording starts only in case of alarm.

Retention Time

Enter the storage period of the recordings in days here.

Use Automatic Network Replenishment

Select this option, if recording gaps resulting from network failure are to be filled in automatically. After restoration of the network connection, the VIDOS-NVR copies the missing sequences from the local storage medium of the transmitting device and inserts them seamlessly into the recording without compromising the current recording process.

 **Note**

Until now, Automatic Network Replenishment has only been supported by VCS devices. This option is only possible if the selected video source has a local storage medium and local recording is enabled.

**Warning!**

Automatic Network Replenishment can only function properly if the system time of the video source is synchronized with that of the computer on which the VIDOS-NVR is installed. To accomplish this, the computer with the VIDOS-NVR must be set up as the time server for the video source. Use the IP address of the VIDOS-NVR as the time server IP address.

Alarm Recording on

If you have chosen **Event recording** as type of recording you can select here, which type of alarm should trigger the recording. Click the check box to activate an alarm source as trigger.

 **Note**

The selected alarms can only trigger the recording when they have been configured as alarm sources in the video server. Therefore check the respective browser pages of the video server and change the settings if necessary (find more information on the setup of alarm sources in the respective manual).

You can choose out of four alarm sources, more than one choice is possible:

■ Alarm input[s]

Recording is triggered by an external alarm input.

■ Motion alarm

Recording is triggered by motion alarm.

■ Video loss

Recording is triggered by loss of the video signal.

■ Unified picture

Recording is triggered by too little contrast in the video picture.

Pre-Alarm time

Enter here the length of time for the pre-alarm recording.

Post-Alarm time

Enter here the length of time for the alarm recording.

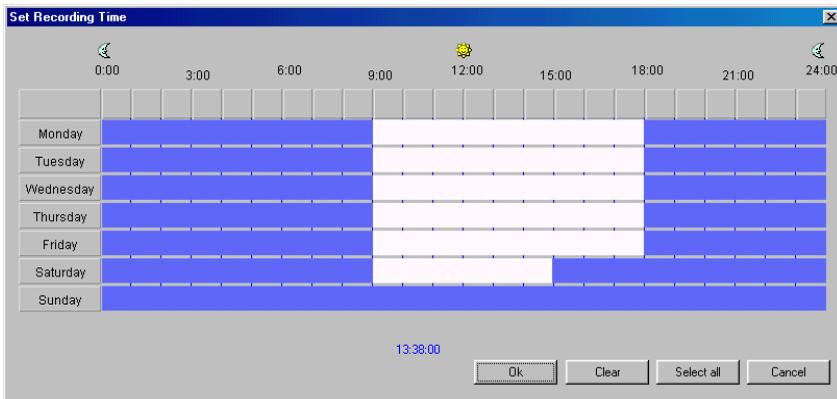
Recording scheduler

Here you can define a schedule for each recording task by clicking the button **Time...** (see following section).

Scheduling the recording

A schedule can be set up for each recording task. Consequently, the recording will be made only at particular times. The VIDOS-NVR is set to record continuously as standard. You have the option to configure recording intervals as part of a week schedule. You can define the times at which recording takes place for each separate day of the week.

The **Set Recording Time** window shows the schedule for the recording task that you are currently configuring. Periods during which recording takes place are marked in blue, whereas inactive periods are white. You can change the selection or exit the window without making changes.



- Click **Clear** to delete all scheduled recording times.
 - Click in the line for a day of the week, keep the left mouse button pressed in and select the desired time segment (from 18:00 to 24:00 for example).
 - Right-click the marked time to delete it.
 - Click one of the buttons on the upper border of the table to mark the same time for all days of the week.
 - Click one of the buttons on the left border of the table to mark an entire weekday.
 - Click **Select all** to mark the entire week.
 - Then click **Ok** to apply the schedule.
- or
- Click **Cancel** to return to the start window without making changes.

Status query

The **NVR-Status** page presents important information regarding the current status of the VIDOS-NVR as well as a list of all recording tasks.

The screenshot shows the VCS AG VIDOS NVR web interface. The main content area is titled "Active Recordings" and contains a table with the following data:

Source	Type of Recording	Stream Type	Data Rate	ANR-Technology
✕ 10.0.29.76 / Camera 1	Continuous	MPEG-4/Encoder 1	0.0 MB/its	Off
✕ 10.0.0.200 / Camera 1	Continuous	MPEG-4	0.9753 MB/its	Off

Below the table, the following system statistics are displayed:

- System Load: 0%
- Average Retention Time: 4 Days 21 Hours 25 Minutes
- Remaining HDD Capacity: 32.702 GByte (59% full)
- Total HDD Size: 55.897 GByte
- Current Data Rate: 0.974 MB/its
- Active MPEG-2 Recordings: 0
- Active MPEG-4 Recordings: 2

Note

The parameters shown are for your information only; they cannot be changed here.

Active Recordings

This field displays all recording tasks with the configured parameters. In addition to the parameters, a symbol shows the current status of the task. Recordings in progress are designated with a camera icon. A cross icon indicates scheduled tasks that are not actively recording at the moment.

■ Source

The video source to which the recording task is assigned

■ Type of Recording

Recording mode chosen for the recording task

■ Stream Type

The encoding used, MPEG-2 or MPEG-4

■ Data Rate

The data transfer rate of the current recording

■ ANR-Technology

On is displayed if **A**utomatic **N**etwork **R**eplenishment is enabled, if not **Off** will appear.

System Load

The system load on the computer with the VIDOS-NVR installed should not exceed 80 to 90%. At higher system loads, we recommend using a second VIDOS-NVR.

Average Retention Time

The average recording capacity of the entire storage space in days, hours and minutes based on the bandwidth used by the active recordings

Remaining HDD Capacity

The free hard drive capacity is shown in gigabytes and as a progress bar. The green portion of the progress bar represents the available storage; the red portion represents the hard disk storage already used.

**Warning!**

When the free storage space amounts to less than 256 MB, older recordings will be overwritten with new ones without prior warning.

Total HDD Size

The size of the hard drive

Current Data Rate

The data transfer rate shown here is a composite of the data transfer rates of the individual recording tasks. It directly influences the remaining recording time.

Active MPEG-2 Recordings

The number of active MPEG-2 recordings

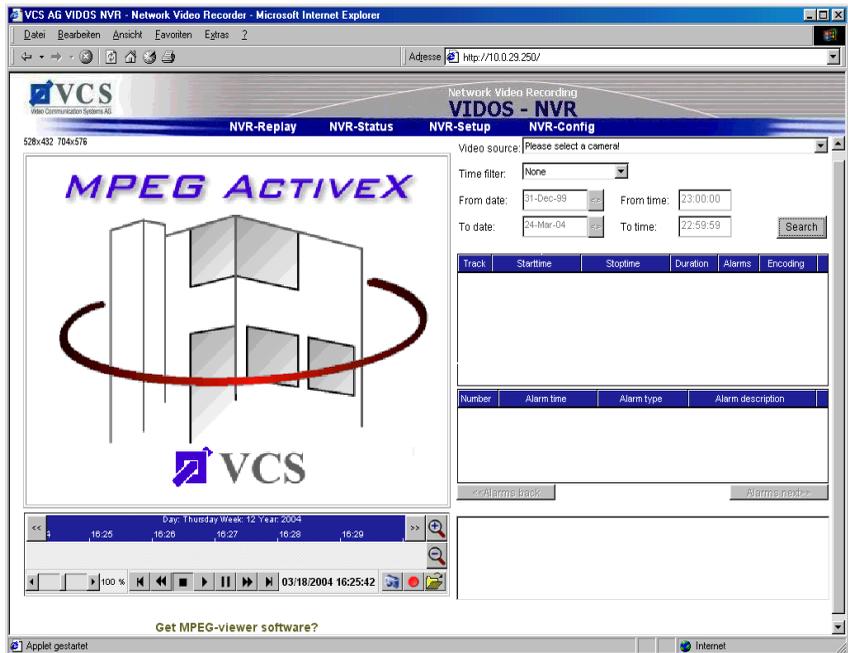
Active MPEG-4 Recordings

The number of active MPEG-4 recordings

Selecting a recording for replay

After you have established a connection to the VIDOS-NVR, the **NVR-Replay** page will be displayed automatically. This page provides convenient filters for selecting a recording to replay. All the functions for this are found on the right-hand side of the page.

First select a video source and, if desired, a time range, which the VIDOS-NVR is to search for recordings. The recordings found will be displayed in a hit list. You can then select and replay a recording and save segments or individual images from this recording.



Video source

Select the desired video source here. The list shows all the video sources for which recordings are held in the VIDOS-NVR.

Time filter

The time filter simplifies the search for a particular recording.

None

No time filter will be used in the search.

Today

The search will be restricted to recordings that were made on the same day.

Yesterday

The search will be restricted to recordings that were made the day before.

Last seven days

The search will be restricted to recordings made during the previous seven days.

Last 30 days

The search will be restricted to recordings made during the last 30 days.

User defined

This option allows you to define a time range for the recording search.

From date

When using a user defined time filter, the starting date can be set here. The date format entered must always be DD.MM.YYYY.

From time

When using a user defined time filter, the starting time can be set here. The time must be entered in 24 hour format (for example "18:45" for 6:45 PM).

To date

When using a user defined time filter, the end date can be set here. The date format entered must always be DD.MM.YYYY.

To time

When using a user defined time filter, the end time can be set here. The time must be entered in 24 hour format (for example "18:45" for 6:45 PM).

Search

This button starts the search.

 **Note**

A video source must always be selected first; otherwise, a corresponding error message will be displayed.

- Select a video source and use a time filter (if desired) in order to restrict and accelerate the search.
- Click **Search** to start the search. A hit list of all the recordings found will be displayed below the filter area.
If no recording meeting the specified criteria is found, a corresponding message will be displayed. Change the specified criteria and start the search again.
- Click on a recording to select it. The replay will begin immediately in the left portion of the window.

 **Note**

If no video image is displayed during replay, it may be necessary to install a current MPEG decoder (see page 32).

Controlling replay

After a recording has been selected for replay, it can be viewed. All the functions for replaying recordings are located in the left portion of the **NVR-Replay** page.

The screenshot shows the VCS AG VIDOS NVR interface. The main content area is divided into several sections. On the left, there is a video player displaying a woman at an ATM. Below the video player is a time bar with a blue bar and a yellow scroll thumb. On the right, there is a search form with 'From date: 31-Dec-99', 'From time: 23:00:00', 'To date: 24-Mar-04', and 'To time: 22:59:59'. Below the search form is a table with columns 'Track', 'Starttime', 'Stoptime', 'Duration', 'Alarms', and 'Encoding'. The table contains three rows of recording data. Below the table is an empty table with columns 'Number', 'Alarm time', 'Alarm type', and 'Alarm description'. At the bottom of the interface, there are buttons for '< Alarms back' and 'Alarms next >'. A status bar at the bottom indicates 'Connected! Video connection successfully established.' and 'Internet'.

You can select the resolution for displaying the video image. Click on the **528x432** or **704x576** link above the video image to select the display resolution.

A time bar is displayed below the video image for easy orientation. If a recording has already been selected for replay, the time bar shows the associated time interval. A blue bar with a green border represents the time for the selected recording. A yellow scroll thumb indicates the position of the current image in the recording.

The position and scale of the time bar can be changed. If the interval displayed is increased, additional recordings may become visible.

The following buttons are available for adjusting the time bar:



moves the time bar toward the left



moves the time bar toward the right



reduces the time interval and increases the level of detail



increases the time interval and reduces the level of detail

Buttons for controlling the replay are displayed below the time bar. The buttons have the following functions:



jump to the beginning of the recording,
jump to the previous recording in the list



fast rewind



stop



play



pause



fast forward



jump to the end of the recording,
jump to the subsequent recording



Note

When fast forward or fast rewind are used, the VIDOS-NVR jumps from one I-frame ("intra-frame") to the next. This can result in a somewhat jerky display. The size of the jumps depends on the GOP ("group of pictures") structure and the GOP length of the video source (find more information in the manual of the respective video server).

The replay rate is controlled using the scroll bar to the left of the buttons for replay control. 100% means normal speed. Lower values reduce the replay rate and higher values increase it.

- Change the time bar as desired.
- Select the yellow scroll thumb using the mouse and, keeping the mouse button pressed in, drag it to the time position where the replay is to start.
- Use the buttons and links described to control the replay of a selected recording.



Note

When the VIDOS-NVR is operated via VIDOS, even more options for replay control are available.

MPEG decoder installation

If no video image is displayed during replay, it may be necessary to install a current MPEG decoder. Suitable software for this can be found on the VCS program CD.

- Insert the CD into the CD-ROM drive of the computer. The CD will start automatically. If the CD does not start automatically, open the root directory of the CD in Windows Explorer and double-click **MPEGAx.exe**.
- Follow the instructions on the screen.

Storing segments and single images

Segments and single images can be stored from any recording, in order, for example, to pass them on to third parties or to process them further. Any storage location can be selected for this. Of course entire recordings can also be saved for back-up purposes.

The buttons for saving segments and single images are found on the **NVR-Replay** page below the time bar for the video image.



creates a snapshot (single image) and saves it to the selected storage location



starts and stops the saving of segments to the selected storage location



opens a window for selecting a storage location for segments and single images

Selecting a storage location for segments and single images

Any storage medium in the system can be selected for saving sequences and single images.

- Click the button for selecting the storage location. A new window will open.
- Select a storage location and click **Save**. The window will close, and the storage location has been selected.

Saving segments from recordings

Segments from recordings can be saved during replay. The segments are saved in MPEG format.

Note

The MPEG viewer from VCS is needed to replay the saved segments. The current version of the MPEG viewer can be downloaded via the **Get MPEG-viewer software?** link on the **NVR-Replay** page and installed if necessary (see page 34).

- Select a recording and start replay.
- Click the button for saving segments. The button will flash slowly, and the current sequence being played will be saved.
- Click once again on the button for saving segments to stop saving.

Saving single images from recordings

Single images can be created from recordings during replay. The snapshots are created and stored immediately in JPEG format. Subsequently they will be shown in a separate field on the lower right of the **NVR-Replay** page. The field displays all the single images that were saved during access to the VIDOS-NVR.

- Select a recording and start replay.
- Click the button for saving single images. A snapshot will be created from the recording currently being played, and it will be stored immediately in the selected location. Subsequently the snapshot image will be shown on the **NVR-Replay** page.
- If you wish to create and save additional snapshots, click the button for saving single images again. The new snapshot will be displayed next to those saved previously.

MPEG-viewer installation

The MPEG viewer serves for the viewing of saved segments without using VIDOS or a VIDOS-NVR. If e.g. dedicated segments are passed on to third parties as evidence these can be displayed on any PC with the help of the MPEG viewer. The current version of the VCS MPEG viewer can be downloaded via the link **Get MPEG-viewer software?** on the **NVR-Replay** page.

- Click the link **Get MPEG-viewer software?** and save the file **MPEGViewer.exe** to your hard drive.
- You can start the MPEG viewer by double-clicking the file **MPEGViewer.exe**.

Appendix

Troubleshooting

If a problem cannot be resolved, please contact your software distributor or VCS Customer Service (support@vcs.com).

The following table is intended to help identify causes of malfunctions and, where possible, to suggest solutions.

Problem	Possible Causes	Solution
Connection unsuccessful	Installation or configuration of the VIDOS-NVR is faulty	Check the configuration and re-run the installation if necessary
	Wrong IP address	Check the IP address
	Faulty data transmission within the LAN	Check data transmission with the ping command.
No recording tasks can be programmed	No video source is available on the system	Check the system for available video sources (use VIDOS from VCS). If necessary, turn on the video sources and check the connection.
No recording available for replay	Filter definition	Redefine the filter
No video image when replaying recordings	The most current version of MPEG ActiveX from VCS is not installed	Install the software from the CD-ROM
	DirectX 9.0 is not installed	Install the software from the CD-ROM

Error messages

The following error messages are displayed in certain situations when accessing the VIDOS-NVR via the Web browser.

Note

In many cases it is enough to refresh the page in the browser, and the error message will no longer be displayed. Use the F5 key to refresh the page.

Error Message	Meaning	Solution
Input required. Please select a video source first.	No video source was selected when searching for recordings.	Select a video source in the Video source: field.
Input Error! Incorrect Date format was entered.	An incorrect date format was used when setting the time filter for the recording search.	Enter the date using the format DD.MM.YYYY.
Error! Could not export the files.	The video sequence could not be backed up.	Check whether a video sequence is selected and whether replay has been started. The corresponding button must flash slowly during backup.
Delete Error! Could not delete the selected files.	The recording task could not be deleted.	The VIDOS-NVR may be busy with other tasks, delaying display of the deletion. Try again later if necessary.
Not successfully registered on NVR Server.	Registration on the NVR server is not possible.	Check the status of the VIDOS-NVR in the Windows services console and start the VIDOS-NVR if necessary.
Replay Error! Connection to this replay session failed.	The connection between ActiveX and the VIDOS-NVR was not established correctly.	Check the status of the VIDOS-NVR in the Windows services console and start the VIDOS-NVR if necessary.
Could not replay the selected recording! Connection to this recording on NVR server failed!	The connection between ActiveX and the VIDOS-NVR was not established correctly.	Check the status of the VIDOS-NVR in the Windows services console and start the VIDOS-NVR if necessary.
SQL error! Request for recordings failed.	There was an error in the search for recorded video sequences.	Update the page in the Web browser and repeat the search.
SQL error! Request for sources failed.	There was an error in the search for recorded video sequences.	Update the page in the Web browser and repeat the search.

Technical support

In you have questions regarding the use of the VIDOS-NVR, which are not answered in this user guide, please contact your software distributor or:

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Comprehensive information regarding the VIDOS-NVR and other products from VCS is available on VCS AG's website:

<http://www.vcs.com>



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