



# 2023 Installation Failure Cases



Service Operation Team 2023.12.13

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# 1. Network / Analog Camera

## Camera angle keeps tilting down steadily

Number	# 1	Category	Network Camera
Model	PNM-9031RV	Site	City, Commercial building
Frequency	<input type="checkbox"/> High <input checked="" type="checkbox"/> Mid <input type="checkbox"/> Low	Key word	Lens tilting, Focus down

### 1. Installation case

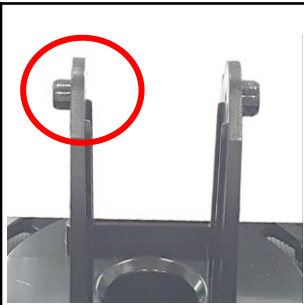
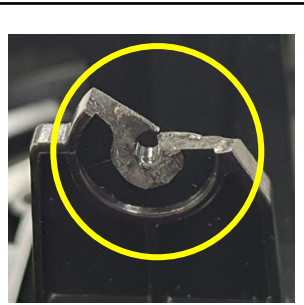
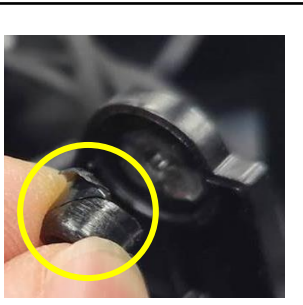
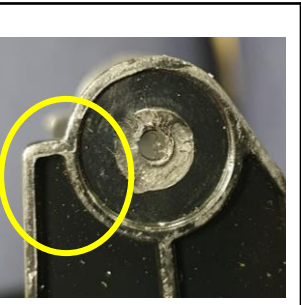
- Installed PNM-9031RV near bus stop for city surveillance

### 2. Symptom

- The set angle of view is not maintained and keep tilting down looking at the ground

### 3. Cause

- Plastic unit which holds the lens was broken, thus the lens could not be kept at the set position
- It is estimated that external impact was delivered such as breakage due to torque overload or dropping down

			
Breakage area	Breakage shape 1	Breakage shape 2	Corner scratched

### 4. Measures

- Use manual tools to prevent torque overload when bolting
- In particular, the fastening part where plastic and metal come into contact with each other is prohibited from using power too



PTZ camera automatically initializes its focus everyday

Number	# 2	Category	PTZ camera
Model	XNP-6400R	Site	City, Commercial building
Frequency	<input type="checkbox"/> High <input checked="" type="checkbox"/> Mid <input type="checkbox"/> Low	Key word	Focus, Initialization

1. Installation case

- Installed PTZ camera at stadium corridors and areas where has large floating population in sports complex for monitoring

2. Symptom

- Camera automatically operates tilt down, zoom in/out, focus adjustment, preset movement at a certain time once a day
- The screen looks noisy and seems like showing one color

3. Cause

- Automatic lens initialization was set as 'Once a day'
- While performing lens initialization, it zooms in to max level thus one spot is enlarged too much so that the scene looks like showing only one color
- Video and Audio > Camera Settings > Focus > Lens Initialization

WISENET

Basic

PTZ

Video & Audio

Camera setup

Location setup

Smart codec

WiseStream

Network

Event

Analytics

System

Open platform

Sensor mode

30 fps

Image preset mode

User-defined preset 1

Reset

SSDR

White balance

Backlight

Exposure

Day/Night

Special

OSD

Focus

Heater

IR

Mode

One shot AF

Range

Wide

Digital zoom

Off

Max digital zoom

2x

Zoom mode

Auto

Zoom speed

Fast

Lens reset

1 day

Manual

2 day

3 day




4 day

5 day

6 day

7 day

Activation time



[ Lens initialization setting Manual ]

[ Max. Zoom in ]

4. Measures

- Change the lens initialization option as 'manual' and perform the initialization at a time only when user wants

## Camera Color/Auto mode change and night focus blur

Number	# 3	Category	Network camera
Model	PNO-A9081R	Site	Residence, commercial building
Frequency	<input type="checkbox"/> High <input type="checkbox"/> Mid <input checked="" type="checkbox"/> Low	Keyword	Color mode, IR cut filter

### 1. Installation case

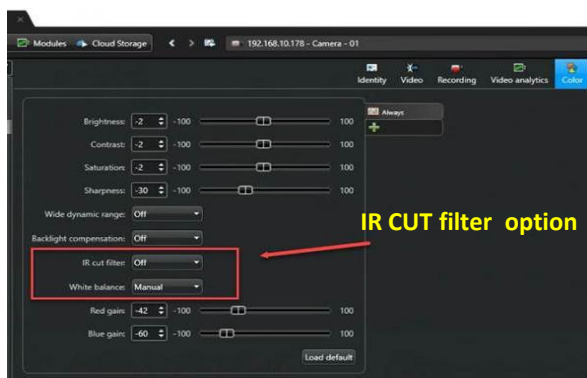
- Installed PNO-A9081R on sidewalks and roads for day and night security monitoring in residential areas

### 2. Symptom

- Set the camera to Color mode but automatically convert to Auto mode after a certain period of time
- Night image becomes out of focus and blurred

### 3. Cause

- Camera color setting is forcibly changed to Color -> Auto due to 'IR Cut Filter' setting used by VMS linked to camera
- When using 'IR Cut filter,' it blocks infrared rays during the day to prevent color distortion and displays images that are close to the true color of the human eye view. However, when used at night or in low light condition, the image sensor cannot absorb enough light, which can cause the image to become dark and blurry



[ Genetec: VMS IR Cut filter option ]

```
[2022-10-04 14:25:09] [ConfigChange] [[Channel:1] Profile 4 Framerate: 15FPS => 20FPS]
[2022-10-04 14:25:09] [ConfigChange] [[Channel:1] Profile 4 Resolution: 3840X2160 => 1920X1080]
[2022-08-26 08:22:16] [ConfigChange] [Day/Night Mode: Color => Auto]
[2022-08-26 08:22:13] [ConfigChange] [[Channel:1] Profile 4 Framerate: 20FPS => 15FPS]
[2022-08-26 08:22:13] [ConfigChange] [[Channel:1] Profile 4 Resolution: 1920X1080 => 3840X2160]
[2022-08-05 14:07:16] [ConfigChange] [[Channel:1] Profile 4 Framerate: 15FPS => 20FPS]
[2022-08-05 14:07:16] [ConfigChange] [[Channel:1] Profile 4 Resolution: 3840X2160 => 1920X1080]
[2022-08-04 15:44:41] [ConfigChange] [Day/Night Mode: Auto => Color]
[2022-08-02 15:08:54] [ConfigChange] [[Channel:1] Profile 4 Framerate: 20FPS => 15FPS]
[2022-08-02 15:08:54] [ConfigChange] [[Channel:1] Profile 4 Resolution: 1920X1080 => 3840X2160]
[2022-07-28 12:51:52] [ConfigChange] [[Channel:1] Profile 4 Framerate: 15FPS => 20FPS]
[2022-07-28 12:51:52] [ConfigChange] [[Channel:1] Profile 4 Resolution: 3840X2160 => 1920X1080]
[2022-07-26 07:50:31] [ConfigChange] [Day/Night Mode: Color => Auto]
[2022-07-26 07:50:27] [ConfigChange] [[Channel:1] Profile 4 Framerate: 20FPS => 15FPS]
[2022-07-26 07:50:27] [ConfigChange] [[Channel:1] Profile 4 Resolution: 1920X1080 => 3840X2160]
[2022-07-22 11:27:33] [ConfigChange] [Day/Night Mode: Auto => Color]
```

[ Camera system log\_Automatic change ]

### 4. Measures

- If the image is displayed differently from the one set on the camera, check the camera setting including the 'IR Cut Filter' of the linked VMS



Bullet camera internal water damage and corrosion

Number	# 4	Category	Network Camera
Model	XNO-L6020R	Site	Office, commercial
Frequency	<input type="checkbox"/> High <input type="checkbox"/> Mid <input checked="" type="checkbox"/> Low	Keyword	HW damage, screw, water leakage

1. Installation case

- Installed XNO-L6020R cameras for offices and commercial building security monitoring

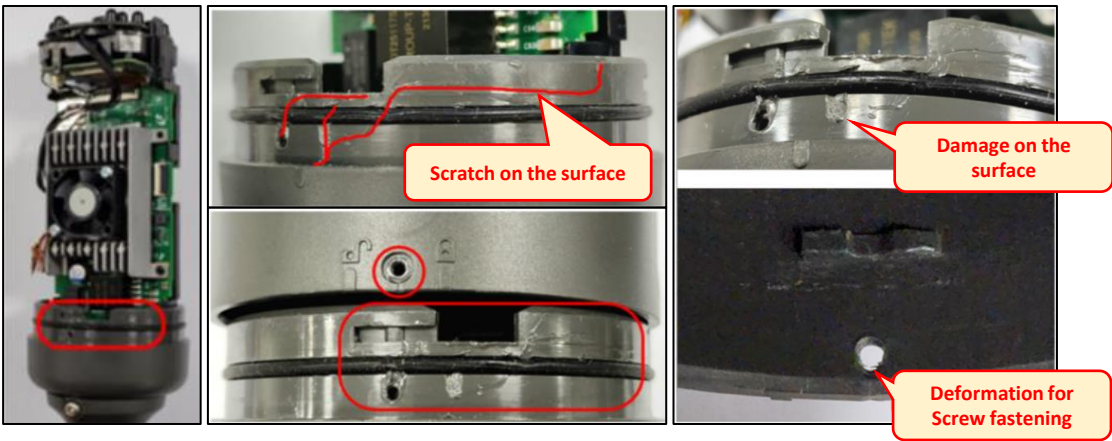
2. Symptom

- Corrosion occurred overall inside the camera



3. Cause

- Deformation of screw fastening parts and damage to the mechanical surface, resulting in moisture inflow and PCB corrosion
- Forced disassembly/assembly without removing screws fastened to the body



3. Measures

- When removing the body cover, be sure to remove the screw completely before disassembly
- Be careful not to damage the O ring nor make some crack on the screw fastening part

Forced lens rotation of dome camera and FPCB disconnection

Number	# 5	Category	Network Camera
Model	QND-8020R	Site	Office, commercial building
Frequency	<input type="checkbox"/> High <input type="checkbox"/> Mid <input checked="" type="checkbox"/> Low	Keyword	FPCB, Lens rotate

1. Installation case

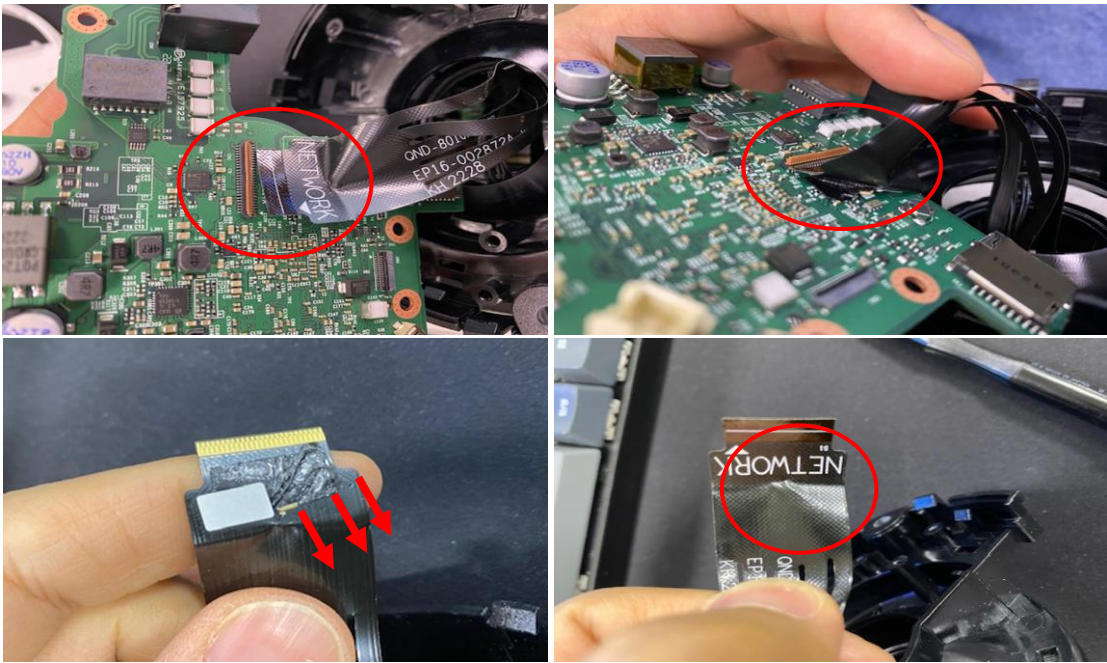
- Installed QND-8020R cameras for offices and commercial building security monitoring

2. Symptom

- Lamp for power and link displays on normally, but no response when attempting to connect to the network

3. Cause

- FPCB disconnected which links between network board and sensor board
- Assumed that the lens was disassembled arbitrary for camera angle adjustment
- External force which is greater than the FPCB attachment strength was applied to the camera



4. Measures

- Do not disassemble arbitrary even if internal review of the camera is required
- When changing the angle of view, be careful not to change it forcibly to an angle beyond the allowable range



# Open platform AI features missing on AI cameras

Number	# 6	Category	Network AI Camera
Model	PNO-A6081R	Site	Apartment
Frequency	<input type="checkbox"/> High <input type="checkbox"/> Mid <input checked="" type="checkbox"/> Low	Keyword	Wisenet AI, AI feature missing

## 1. Installation case

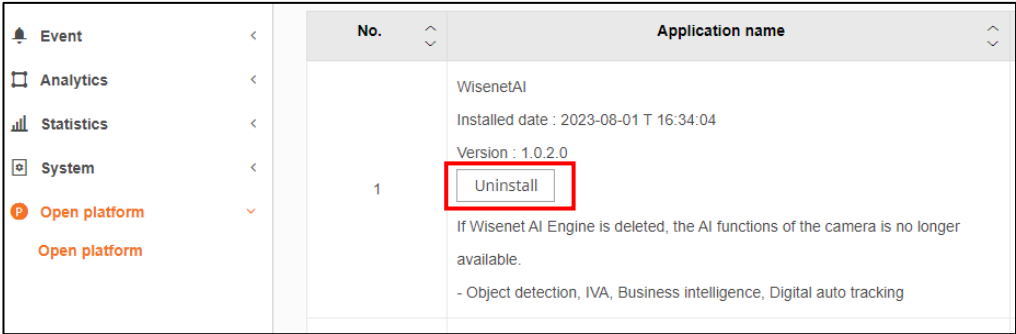
- Installed AI cameras, and utilizing its AI features like people counting, object detection and other IVAs for security monitoring

## 2. Symptom


- Camera Setup → Analytics : AI features are not displayed (Object, face, Mask, OMA, IVA and etc.)

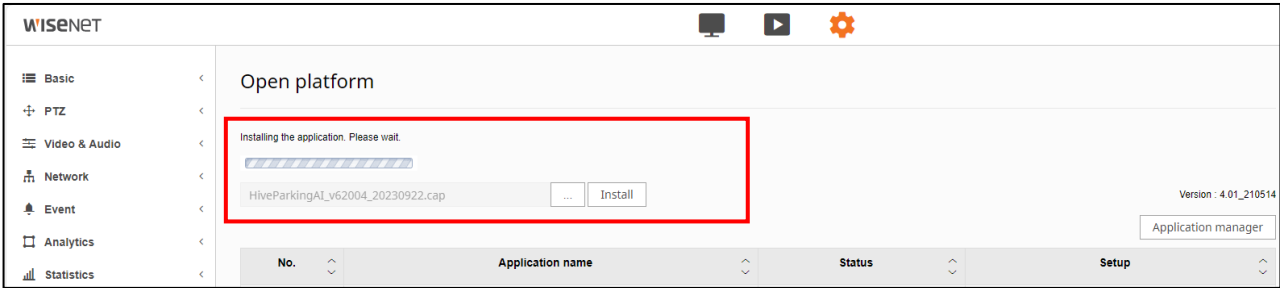
## 3. Cause

- Open platform > WisenetAI App deleted
- FW update attempt failed in unstable network environment



## 4. Measures

- Wisenet AI App manual installation (App location : website PNO-A6081R product page > Firmware
- How to : Camera web → Setup → Open platform → Select file  → Install



※ Note: Once App installation is complete, AI features will be available after rebooting the

Unclear images due to foreign substances stuck on the lens surface

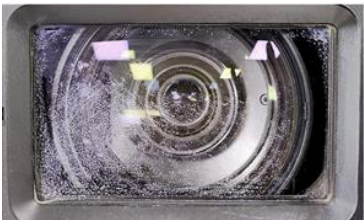
Number	# 7	Category	Network PTZ Camera
Model	XNP-6371RHG	Site	Dam
Frequency	<input type="checkbox"/> High <input type="checkbox"/> Mid <input checked="" type="checkbox"/> Low	Keyword	Lime, water stain, foreign substances

1. Installation case

- Purpose : Installed outdoor PTZ camera for dam water gate monitoring
- Environment
  - . Installed to a distance close enough to get waterdrops when gates are open
  - . In order to secure whole scene of the dam, the camera was installed as tilted

2. Symptom

- Foreign substances stuck on the lens surface
- Wiping off with smooth clothing does not improve the symptom



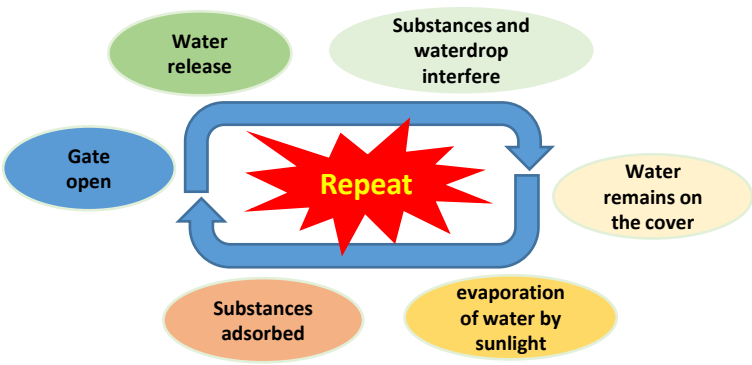
[Symptom]

3. Cause

- Unsuitable model selection(**Non Wiper PTZ**) and installation status(**Tilted angle**), it should have been more careful in terms or installation environment



[Install as tilted angle]



[Foreign substances adsorbing process]

4. Measures

- Wiper PTZ is recommended for the environment where might have waterdrop interference
- If the camera is not a wiper PTZ, periodic lens cleaning is required, and if foreign substances are adsorbed, cover replacement is recommended
- ※ The use of chemicals such as lime remover and stain remover can damage the anti-reflection (AR) coating on the lens

Repetitive moisture issue of outdoor bullet camera

Number	# 8	Category	Bullet Network Camera
Model	QNO-6082R	Site	City, commercial building
Frequency	<input type="checkbox"/> High <input checked="" type="checkbox"/> Mid <input type="checkbox"/> Low	Keyword	Moisture, Waterproof, Installation

1. Installation case

- Installed QNO-6082R at outdoor pole

2. Symptom

- Moisture appears repetitively on camera front cover even though Desikhan has been replaced

3. Cause

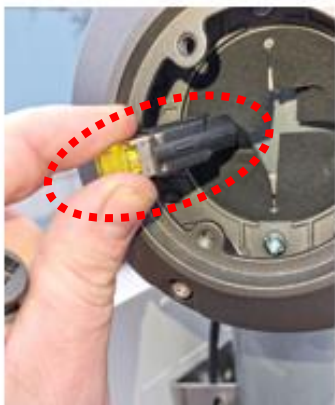
- Unproper cable waterproofing work: Waterproof Kit, Butyl tape not applied



[Front glass moisture]

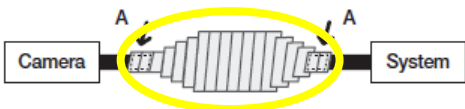


[Gasket & butyl tape missing]

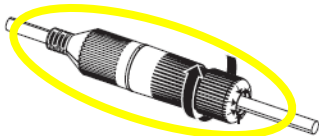
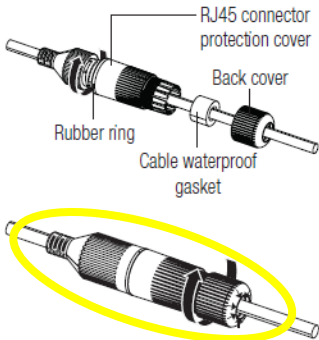


4. Measures

- Comply with the installation guide
- . Apply RJ45 connector waterproofing Kit
- . Apply butyl tape for waterproofing



[Proper Butyl taping]



[RJ45 Waterproof gasket]

Power and booting error due to arbitrary cable cutting

Number	# 9	Category	Mobile camera
Model	XNV-6013M	Site	Transportation, vehicle
Frequency	<input type="checkbox"/> High <input type="checkbox"/> Mid <input checked="" type="checkbox"/> Low	Keyword	Cable cut, power supply part damage

1. Installation case

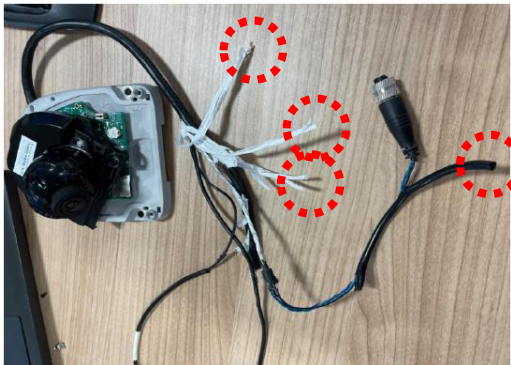
- Installed XNV-6013M inside transportation

2. Symptom

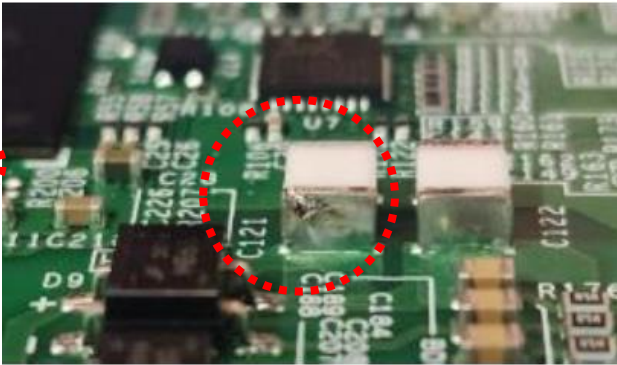
- No power after installation inside the transportation, repetitive rebooting

3. Cause

- Arbitrary device change: Cable cutting and cladding
- Damage to camera power supply part, short between cut cables



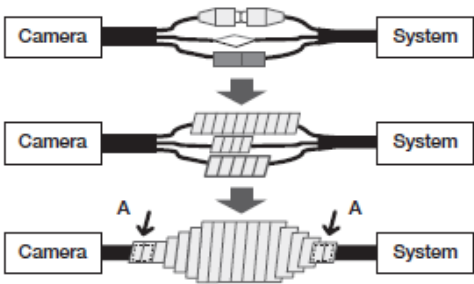
[Arbitrary cable cutting]



[Power supply part damage]

4. Measures

- Avoid arbitrary disassembly or deformation
- Apply insulation to unused cables
  - . Separate insulation should be applied to each cable



[Short prevention–Independent insulation]

P AI camera IVA people counting error

Number	# 10	Category	Vandal Network Camera
Model	PNV-A9081R	Site	Entrance of department store
Frequency	<input type="checkbox"/> High <input type="checkbox"/> Mid <input checked="" type="checkbox"/> Low	Keyword	IVA, People counting, Install height

1. Installation case

- Installed PNV-A9081R at 2M height facing to the entrance of a department store for people counting purpose

2. Symptom

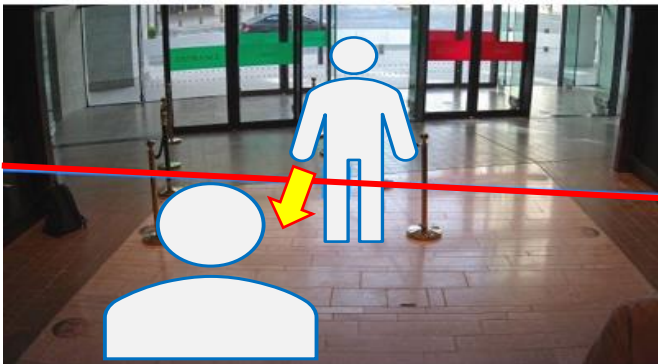
- Installed the camera using Stand type pole and run the IVA people counting but failed

3. Cause

- Camera installation location is too low and close to the monitoring area to obtain enough viewing angles. Objects entered the scene too large and interference the detecting line, causing people counting was not able to count correctly (before/after passing the sensing line is not clear)



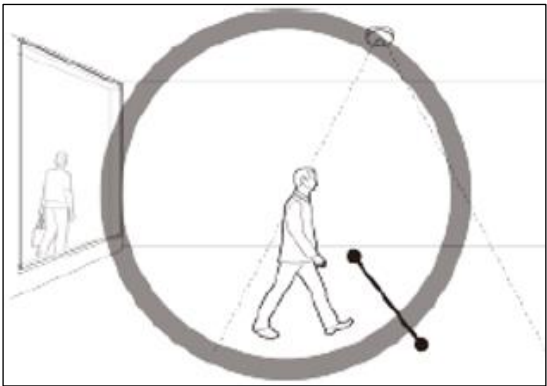
[Installation height]



[IVA setup : Not enough angle of view]

4. Measures

- Comply with guideline : Online help AI page
  - . Secure enough camera view angle
  - . Avoid locations affected by strong light, such as sudden lighting changes, direct sunlight, sunsets, and sunrise
  - . People counting purpose camera should be installed at ceiling







## 2. NVR / DVR

Recording Bitrate exceeds receiving limit

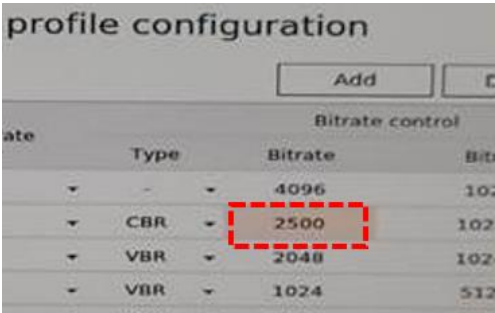
Number	# 11	Category	NVR
Model	XRN-6410DB4	Site	Government office
Frequency	<input type="checkbox"/> High <input type="checkbox"/> Mid <input checked="" type="checkbox"/> Low	Keyword	Bitrate, Dual recording, recording days

1. Installation case

- Installed 64ch NVR at Government office(30days of recording data is mandatory)

2. Symptom

- Customer’s Bitrate limit setup vs actual bitrate received



Bitrate (bps)			
Limit	Receive	Record	Receive/Limit
2.5M	1.5M	1.5M	60.0%
2.5M	0.5M	0.5M	20.0%
2.5M	6.8M	6.8M	272.4%
2.5M	5.1M	5.1M	204.8%

[Customer setup: Bitrate 2.5Mbps limit]

[Actual Bitrate received: Receive/Limit exceeds 100%]

3. Cause

- When Dual recording is enabled, sum of Recording + Mobile profiles consume additional bitrate
- . Camera’s bitrate is approximately the sum of A(Record profile Bitrate)+ B(Remote profile Bitrate)

Detailed profile configuration

CH 01

Add

Delete

Apply to other channels

Bitrate control									
Profile	Codec	Resolution	Frame rate	Type	Bitrate	Bitrate range	Type		
<input type="checkbox"/>	MJPEG	MJPEG	1920x1080 ▾	2 ▾	4096	1024 – 4096			
<input type="checkbox"/>	H.264	H.264	1920x1080 ▾	15 ▾	CBR ▾	2500	1024 – 12288	Record	
<input type="checkbox"/>	H.265	H.265	1920x1080 ▾	25 ▾	VBR ▾	2048	1024 – 12288		
<input type="checkbox"/>	Live4NVR	H.264	800x600 ▾	25 ▾	CBR ▾	1024	512 – 12288	Remote	
<input type="checkbox"/>	XXX	H.264	1920x1080 ▾	25 ▾	VBR ▾	2560	1536 – 12288		
<input type="checkbox"/>	MOBILE	H.264	640x360 ▾	10 ▾	VBR ▾	2048	512 – 12288		

4. Measures

- If certain recording days is required, it is necessary to consider the total bitrate consumption when dual recording option is enabled
- Bandwidth calculation is recommended after setting CBR type which has low change in bitrate

## NVR HDD Check error right after booting

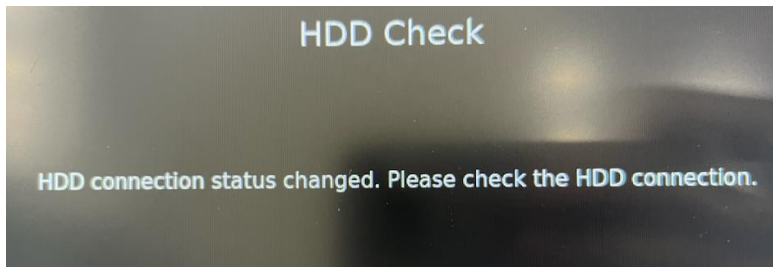
Number	# 12	Category	NVR
Model	QRN-430S	Site	Measurement equipment factor
Frequency	<input type="checkbox"/> High <input type="checkbox"/> Mid <input checked="" type="checkbox"/> Low	Keyword	HDD recognition fail, USB, power

### 1. Installation case

- Installed 4ch NVR(QRN-430S) inside a switching box of the measurement equipment

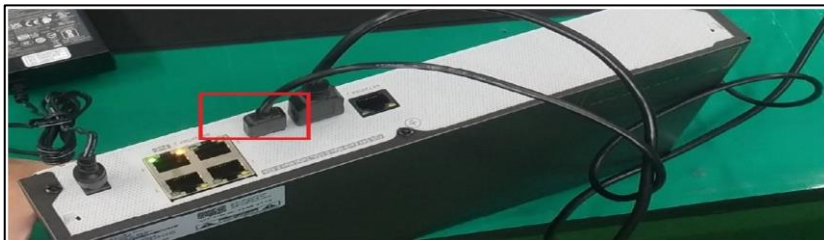
### 2. Symptom

- Error pop-up "HDD connection status changed. Please check the HDD connection."
- Set up → Device → No HDD in the storage media list
- HDD recognition failure occurs after an unspecified period of time even if HDD is recognized and operated normally



### 3. Cause

- Powering the external portable monitor by connecting from the rear USB port of the NVR
- The power consumption of the portable monitor exceeded the USB power specification of the NVR
- Portable monitor : 15W (DC 5V, 3A) // NVR USB(2.0) : 2.5W (DC 5V, 0.5A)
- When powered to an external device, HDD malfunctions due to insufficient current when driving the HDD



1. 기기의 명칭 : LED Monitor  
 2. 모델명 : SMARTMON140TU5 DEX  
 3. 정격전압 : DC 5V / 3A 15W  
 4. 제조일자 : 2023년 04월  
 5. 인증번호 : R-R-CSO-140TU5

### 4. Measures

- Do not use the NVR USB port other than mouse or external USB memory

NVR video playing is not smooth at fast playback

Number	# 13	Category	NVR,Network Camera
Model	XRN-6410B2	Site	Apartment complex
Frequency	<input type="checkbox"/> High <input checked="" type="checkbox"/> Mid <input type="checkbox"/> Low	Keyword	GOV, Fast playback, I-frame

1. Installation case

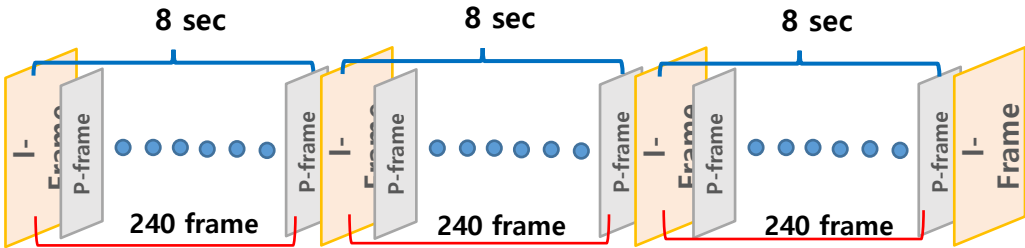
- Installed XRN-6410B2 integrated with multiple network cameras for APT. security

2. Symptom

- Video plays not smoothly when playing back at 2 times fast
- Display skips scenes for 2 sec, 4~5 sec depends on the playback speed

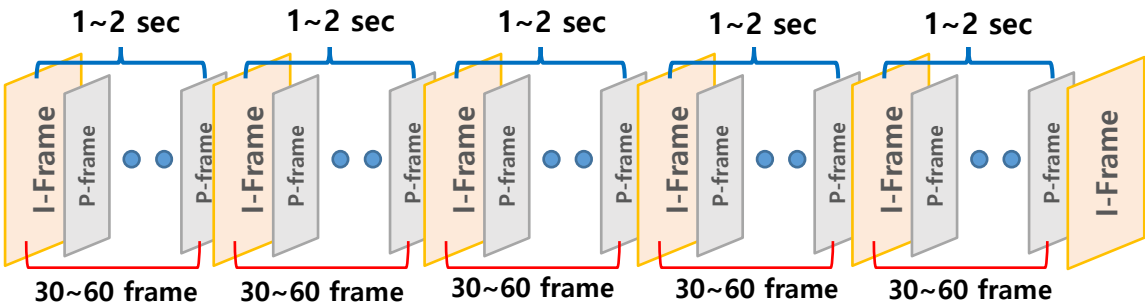
3. Cause

- Setting the GOV length(240) without considering fast playback specification  
(Only plays I-frame at fast playback)
- GOV length 240 = I-frame 1 + P-frame 239
- If frame rate is 30fps and GOV length is 240, I-frame is received at every 8 secs



4. Measures

- Adjust the length of GOV to not to skip scenes even playing back at fast speed
- As the length of the GOV becomes shorter, the number of transmissions of I-frames increases. NVR setting is required considering the frame rate, storage space, bandwidth, etc. of the site (Recommended: frame rate 30fps, GOV length 30~60)



※ This guide is applied to saving profile for backup playback

# Abnormal monitor displays and mouse control fail with KVM

Number	# 14	Category	NVR
Model	XRN-1620B2	Site	Manufacturing/Industrial complex
Frequency	<input type="checkbox"/> High <input checked="" type="checkbox"/> Mid <input type="checkbox"/> Low	Keyword	KVM, monitor/mouse control

## 1. Installation case

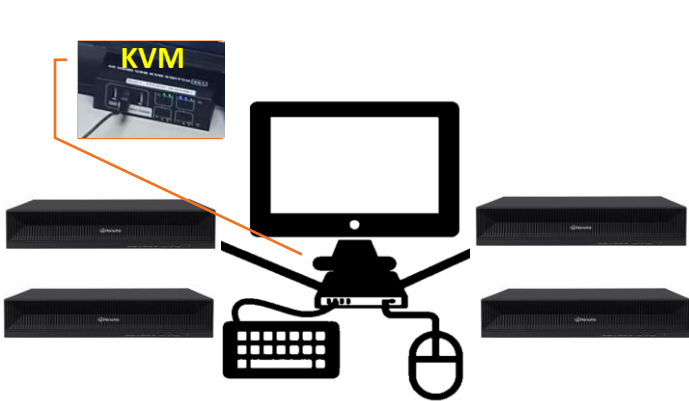
- Installed multiple cameras at manufacturing complex and registered those cameras to the 4 of NVR(XRN-1620S)s for monitoring

## 2. Symptom

- When switching NVRs in SSM, some NVRs experience switching speed delay and displays abnormally
- Mouse cursor disappears and NVR can not be controlled

## 3. Cause

- 4 NVRs are connected to KVM using HDMI connection, and the user controls all 4 NVRs via KVM
  - KVM switch is not compatible with our products, and can not be used together
- \*KVM switch? "Keyboard, Video (monitor), Mouse." The main function of a KVM switch is to control, switch between, and manage multiple PCs or servers via a single keyboard, monitor and mouse



[Site configuration using KVM]



[Abnormal video display]

## 4. Measures

- Remove KVM switches and set up individual connection to monitors for each NVR
- Pre-check compatibility between devices before installing on site



## P2P connection fail of Hbird support devices

Number	# 15	Category	P2P models
Model	HRX-835/1635	Site	Retail store/restaurant
Frequency	<input type="checkbox"/> High <input type="checkbox"/> Mid <input checked="" type="checkbox"/> Low	Keyword	P2P connection fail

### 1. Installation case

- Installed Hbird support models HRX-835/1635 at restaurant and retail store and tried P2P connection

### 2. Symptom

- P2P connection fails in device
  - . Connect with DDNS/P2P → Fail "Connection failed"
  - . Connect with Global IP → Success
  - . DVR DNS/P2P set up page: DDNS 「Success」, P2P 「failed」

### 3. Cause

- MQTT 5,000 port is closed

### 4. Measures (Troubleshooting Guide)

- Exception setting should be applied when connection fails due to security setting of the router on site
  - . Required MQTT 5,000 port forwarding on P2P Cloud
- Note : P2P Cloud Port information
  - . Domain : \*.wra1.wisenetcloud.com
  - . MQTT : mqtt.prod.wra1.wisenetcloud.com:5000

Ports & Protocols		구분
3478, 3479	UDP or TCP	STUN(WebRTC)
32355~65535	UDP or TCP	TURN(WebRTC)
<b>5000(MQTT)</b> , 4000	TLS	WebRTC signaling
443	TLS	HTTPS(Common Services)

※ From Wisenet mobile v2.07.00, it is improved to register as DDNS if DDNS connection is possible even if MQTT 5000 port is blocked

## USB Back up fails due to not enough space

Number	# 16	Category	NVR
Model	XRN-3210RB2	Site	Department store
Frequency	<input type="checkbox"/> High <input type="checkbox"/> Mid <input checked="" type="checkbox"/> Low	Keyword	USB Back up

### 1. Installation case

- Department store tried to backup the videos using USB memory

### 2. Symptom

- Video backup attempted with USB memory, but failed with an error message that it requires spare space of twice larger size of the prepared USB memory
- . Example: 150GB required for video back up
  - 1<sup>st</sup> try : Tried back up with USB 32GB → Error '64GB required'
  - 2<sup>nd</sup> try : Tried back up with USB 64GB → Error '128GB required'
  - 3<sup>rd</sup> try : Tried back up with USB 128GB → Error '150GB required' (Correct amount appears)

### 3. Cause

- **It is designed to stop calculating backup capacity if the amount of space to back up exceeds 200% of the free space of USB memory**
  - ※ While performing large-sized video back up, the system takes time from minutes to hours to calculate the needed space and the system gets burden to operate other functions. In order to secure the system for normal function and prevent from operation burden, If space for back up is needed more than twice size of prepared USB memory, it is designed to stop the calculation when the calculation exceeds twice its USB memory



- Exporting will not be able to start when a USB with insufficient free space is inserted.  
Format the memory stick or delete some of the data on the memory stick to secure adequate storage space.

### 4. Measures (Troubleshooting Guide)

- When performing video back up with USB memory, prepare USB memory with large enough space

## NVR Rebuilding Fail (HDD Quick Format)

Number	# 17	Category	NVR
Model	XRN-3210DB2	Site	Department store/Bank
Frequency	<input type="checkbox"/> High <input type="checkbox"/> Mid <input checked="" type="checkbox"/> Low	Keyword	RAID , Quick format

### 1. Installation case

- Installed 32ch NVR using RAID configuration

### 2. Symptom

- NVR RAID Degrade → Replaced the HDD that is causing the error → Rebuilding fail

### 3. Cause

- Performed quick format to the HDD which was in use priory, and tried rebuilding

### 4. Measures

- Recommended to use a new HDD for rebuilding
- Recommended to use the same HDD model that was being used before(manufacturer/Model)
- Recommended to perform a full format before use

	Quick Format	Full Format
Definition	The existing file system is deleted and a new file system is created The existing data area is preserved	The existing file system is deleted and a new file system is created The existing data area become zero field(Deleted)
Advantage	Fast, required small amount of time to format	Bad sector detectable More secure as the existing data areas are also deleted
Disadvantage	Bad sector undetectable and vulnerable to security as data areas are preserved	Format takes a long time (Needs to fill all data areas with "00" in progress)
File system	<b>Date storage area (Preserved)</b>	<b>Data storage area (Delete → Reproduce)</b>

※Full Format is recommended for security equipment(Due to detect bad sectors & enhanced security)



### 3. SSM / Software

## Abnormal video recording and multiple SQL errors







Number	# 18	Category	SSM Appliance
Model	PRP-5000H16	Site	Apartment complex
Frequency	<input type="checkbox"/> High <input type="checkbox"/> Mid <input checked="" type="checkbox"/> Low	Keyword	HDD, Recording, SQL, File system

### 1. Installation case

- Installed server type NVR(PR-5000H16) with multiple network cameras to have security system at an apartment complex

### 2. Symptom

- "Disk is full, can not be saved." error message appears, and video recording fails
- Multiple SQL error occurs on Window event

	 Error	2023-04-28 오전 6:45:08	PostgreSQL
	 Error	2023-04-28 오전 6:45:06	PostgreSQL
	 Error	2023-04-28 오전 6:45:04	PostgreSQL
	 Error	2023-04-28 오전 6:45:02	PostgreSQL
	 Error	2023-04-28 오전 6:45:00	PostgreSQL

### 3. Cause

- Damage to the HDD's file system due to abnormal server shutdown (Refer to the below image)
- Corrupted files cannot be read or written, resulting in SQL error messages when attempting to access DB and disk error messages when attempting to save and play images

이벤트로그_시스템_1 이벤트 수: 14,927				
수준	날짜 및 시간	원본	이벤트 ID	작업 범주
 Error	2023-04-27 오후 7:14:34	Ntfs (Ntfs)	55	없음
 Error	2023-04-27 오후 7:13:59	Ntfs (Ntfs)	55	없음
 Error	2023-04-24 오후 1:06:35	Ntfs (Ntfs)	55	없음
 Error	2023-04-24 오후 1:06:42	Ntfs (Ntfs)	55	없음
 Error	2023-04-27 오후 7:14:34	Ntfs (Ntfs)	55	없음

### 4. Measures

- Prohibit abnormal shutdown such as below;
  - . Shutdown without power off during power outage
  - . Physically disconnect power cable and force shutdown
  - . Termination due to unstable power supply
- If the HDD file system is damaged, it can be recovered with the check disk (chkdsk) command, but it is recommended to replace the HDD due to the high probability of recurrence



# Failed to integrate P AI camera with Occupancy Monitoring App

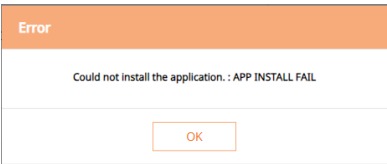
Number	# 19	Category	NVR
Model	P AI	Site	Public/Tourist area
Frequency	<input type="checkbox"/> High <input checked="" type="checkbox"/> Mid <input type="checkbox"/> Low	Keyword	People counting, OMA

## 1. Installation case

- Total of 4 P AI cameras are installed at main and sub entrances for occupancy monitoring
- Installed OMA on the camera at the main entrance as a master, and people counting data of other cameras at sub entrances are sent to the master to be integrated and managed

## 2. Symptom

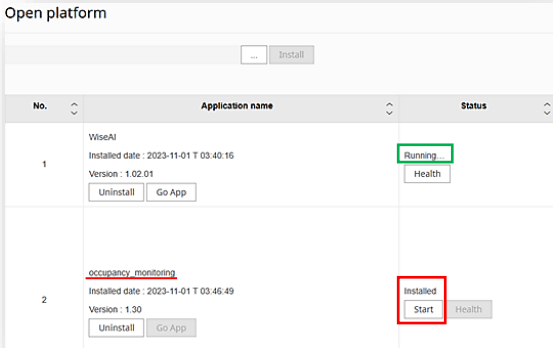
- Symptom1. Failed to install OMA on Master camera(Main entrance)
- Symptom2. Failed to count on OMA APP



[OMA installation fail]

## 3. Cause

- Cause1. Compatible FW versions are not matching between Camera and OMA
- Cause2. OMA is not running, app and camera counting information was not initialized when setting is changed



[OMA Installed/ Before running]



[Camera P.P. counting IN(+2) + OUT(-112)/  
Total sum is – value, OMA app does not count]

## 4. Measures

- Measures1. Go to OMA web page, and check compatible FW versions for camera and APP  
AI camera FW v2.21.xx or higher, OMA FW v1.30
- Measures2. After the App installation, click 'Start' button to run, and initialize all counting information on both camera and APP sides

PTZ special features not available on Wisenet Mobile v2.07.01

Number	# 20	Category	N/W PTZ
Model	XNP-6400RW	Site	Department store/Bank
Frequency	<input type="checkbox"/> High <input type="checkbox"/> Mid <input checked="" type="checkbox"/> Low	Keyword	Wisenet Mobile , PTZ feature

1. Installation case

- Wanted to use PTZ special features of XNP-6400RW on Wisenet Mobile v2.07.01
- ※ PTZ camera special features: Wiper, Heater, Spinning dry, Auto Focus

2. Symptom

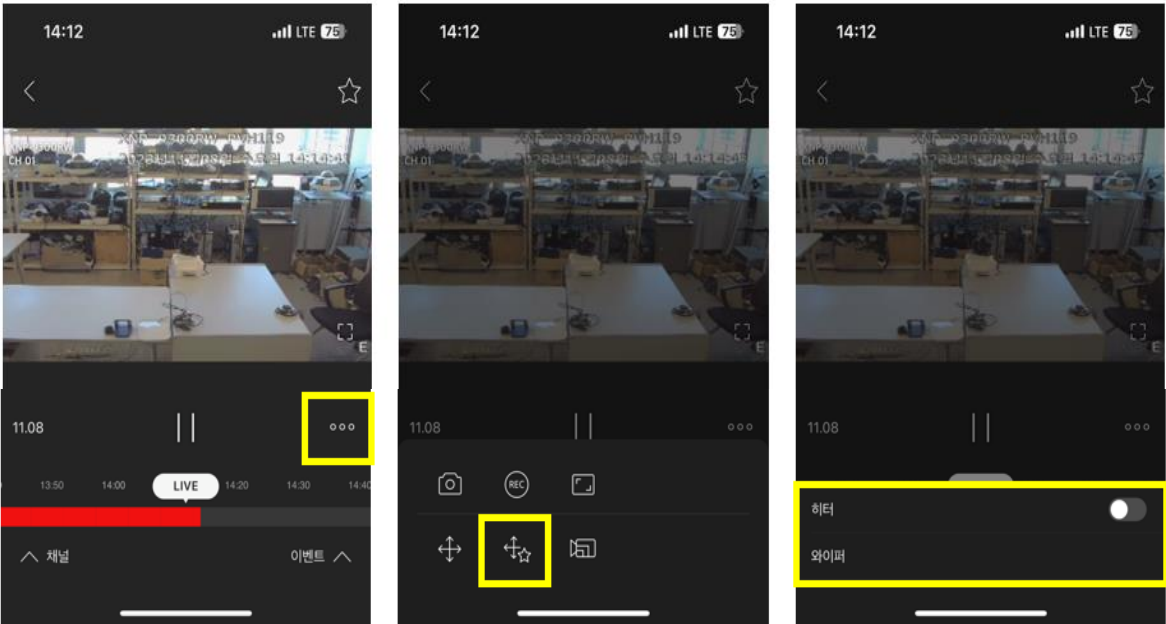
- Icons for PTZ special features of XNP-6400RW were not appearing on Wisenet Mobile

3. Cause

- PTZ → **NVR** → Wisenet Mobile = **PTZ special features are not available**
- PTZ → Wisenet Mobile = **PTZ special features are available**

4. Measures

- PTZ special features are only available when PTZ camera is directly registered on Wisenet Mobile



※ PTZ special features are supported from Wisenet Mobile v2.07.01, Newsletter Oct. 2023



## 4. ETC.

Wisenet ACS(Access control system) Baud rate setting error

Number	# 21	Category	Access control
Model	ACS X300	Site	Large-sized business building
Frequency	<input type="checkbox"/> High <input type="checkbox"/> Mid <input checked="" type="checkbox"/> Low	Keyword	Connection fail, Synchronization

1. Installation case

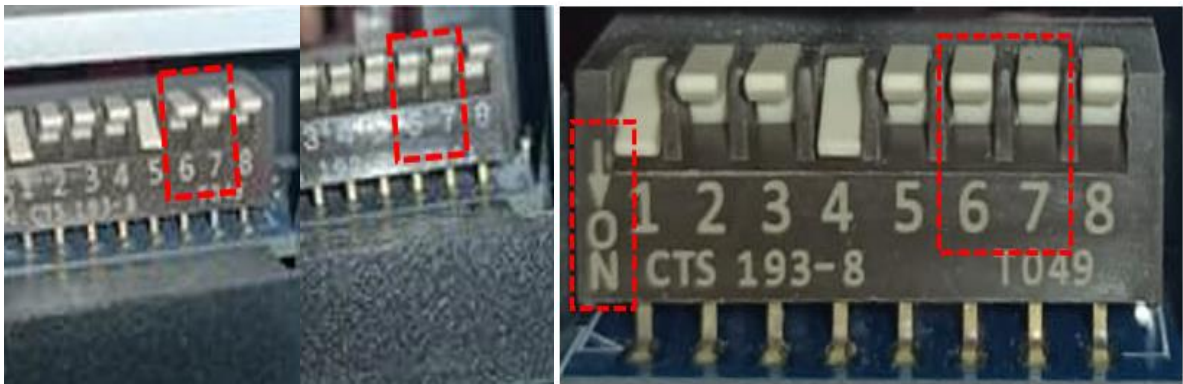
- Installed access control system inside a large-sized business building

2. Symptom

- Frequent connection fail, system stops when synchronizing the controller and the system

3. Cause

- Confusion of the controller switch direction, communication speed setting error  
. Up ↑ : switch off, Down ↓ : switch on



[#6, 7 DIP switch off : Not recommended]

4. Measures

- Apply recommended WACS setting value, and be careful for DIP switch 'ON' direction  
. Baud rate : 38,400bps
- Refer to the product User manual

6	7	SELECTION
OFF	OFF	115,200 BPS
ON	ON	38,400 BPS
OFF	ON	19,200 BPS
ON	OFF	9,600 BPS

[Baud Rate : 6, 7 switch ON]

[www.hanwhavision.com](http://www.hanwhavision.com) (Website – Search product – Download – User manual)

