Hanwha Vision

Installation failure cases in 2024

Service Operation Team 2024.06.30

Contents

Water leaks in XNP-9250R camera bodies

No.	# 1	Product Line	Network Camera
Product(Model)	XNP-9250R	Keyword	Reverse direction, Water leaks, Submersion, IP rating

1. Installation Cases

- Hanwha Vision's PTZ camera was installed for surveillance outside the office building.
- The camera was installed in reverse direction upon separate request from the end user.

2. Symptoms

- When disassembling cameras which couldn't be turned on, traces of water leaks were found in the camera bodies.
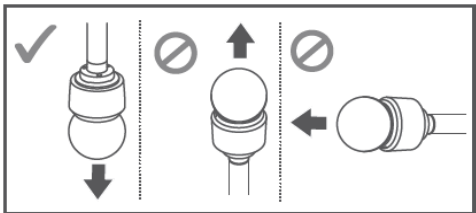

3. Causes

- Water couldn't be discharged from the PAN rotation bearing part due to a camera installed in the reverse direction, which made it difficult to guarantee its waterproofing. As a result, water remained in the part.
- The waterproof and dustproof rating of XNP-9250R is IP66 (spraying water, dripping water)
- Protection against water not discharged is guaranteed with IP67 (immersion), not with IP66.

4. Measures

- It is recommended to install the camera in the correction direction.
- The reference point for product installation is the logo printed on the product, which must be displayed properly as shown in the photo below.

@Hanwha

< e.g. product installation in the correct direction >

Problem of camera audio use setting cancellation after reboot

No.	# 2	Product Line	Network Camera
Product(Model)	XNP-6320	Keyword	Profiles, Enabling audio use, Setting cancellation

1. Installation Cases

- The network camera was installed for security surveillance (including voice notification) in general office buildings

2. Symptoms

- Rebooting the system after changing the camera setting to use audio (enabling the 'Audio in' option in the profile)
- The 'Audio in' option became unchecked after reboot.

Name	H.264
Codec	H.264
Profile type	☑ Default profile
	☐ Record profile
	☐ Digital PTZ profile
	☐ Frame Lock profile
Audio in	☑ Enable

3. Causes

- When the system rebooted after changing the camera settings, the settings of the last connected device (NVR/SSM, etc.) were retrieved in the process of restoring the settings. As a result, the problem of setting cancellation occurred.

4. Measures

(1) Refer to the path below to first enable the audio use item on the storage device, then
(2) Then enable the audio input item for each camera profile.

Record setup

Path: Settings → Save → Save Settings → Audio

Total bitrate (limit/max) 396.0 / 400 Mbps

Apply to other channels

CH	Camera name	IP address	Continuous recording ⌄	Event recording ⌄	Continuous recording Full frame	I-frame	Limit		Event Pre ⌄	Post ⌄	Audio ⌄
1	CAM 01	192.168.1.10	Full ⌄	Full ⌄			8 M	✎	5 s ⌄	5 s ⌄	Off ⌄
2	CAM 02	192.168.1.11	Full ⌄	Full ⌄			6 M	✎	5 s ⌄	5 s ⌄	On / Off
3	CAM 03	192.168.1.13	Full ⌄	Full ⌄			20 M	✎	5 s ⌄	5 s ⌄	Off ⌄
4	CAM 04	192.168.1.14	Full ⌄	Full ⌄			5 M	✎	5 s ⌄	5 s ⌄	Off ⌄
5	CAM 05	192.168.1.14	Full ⌄	Full ⌄			5 M	✎	5 s ⌄	5 s ⌄	Off ⌄

The bullet camera rear assy damaged within 1 month of its installation

No.	# 3	Product Line	Network Camera
Product(Model)	KNO-V2020R	Keyword	Electrically-drive tools, Rear Assy, Joint damage

1. Installation Cases

- The network camera was installed for security surveillance in general office buildings

2. Symptoms

- There was a risk of the camera falling due to damage to the joints of its rear assy within 1 month after its installation.

3. Causes

- Cracks caused by fastening the fixing screw with an electrically-drive tool.
- Cracked products randomly repaired and installed with instant adhesive.

< Evidence of glue at the damaged area >

4. Measures

- Use manual tools to prevent torque overload when tightening bolts.
- In particular, do not use electrically-drive tools to secure areas where plastic and metal meet.

FAN noise of the housing-integrated PTZ camera

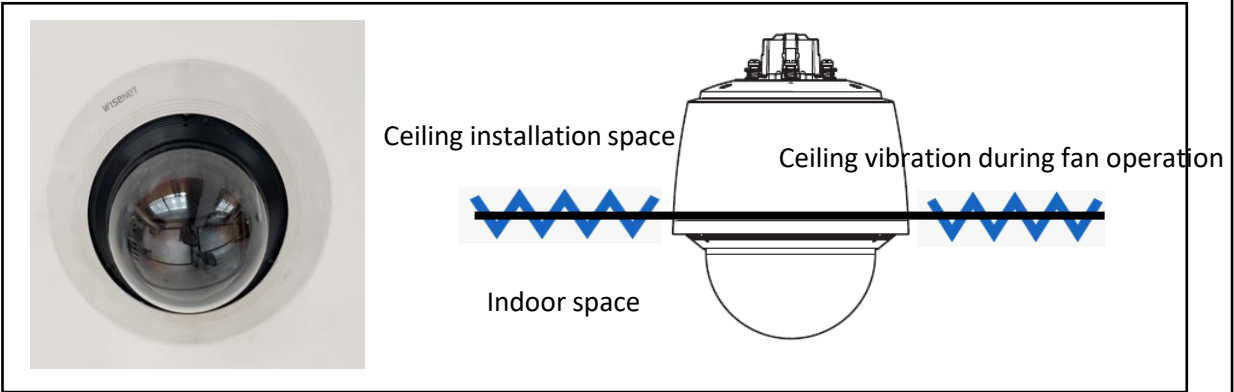| No.	# 4	Product Line	Network Camera
Product(Model)	XNP-L6252H	Keyword	Housing, FAN noise, Bracket, Recessed mounting

1. Installation Cases
- The housing-integrated network PTZ camera was installed for security surveillance within religious facilities

2. Symptoms
- Severe noise and ceiling vibration occurred during fan operation due to heat generation inside the camera.

3. Causes
- Improper product installation: Outdoor housing camera installed in the form of recessed mounting in the indoor ceiling
- The housing arbitrarily modified (laser processed) for camera installation in the form of recessed ceiling mounting on site
- The Fan noises from FAN operation along with the ceiling vibrating sound from loosened mechanical operating parts

Ceiling installation space

Ceiling vibration during fan operation

Indoor space

< Actual installation view >

4. Measures
- Be sure to check the product's purpose and manual before installing it, and arbitrary modifications are subject to limited service warranty.
- When selecting a product, refer to the Product Naming Rule on the website
- H: Housing models cannot be installed by recessed mounting in an indoor ceiling.

Features

- **A** : Revision
- **B** : Black Color
- **C** : Counting or Corner
- **D** : Dual Eye
- **E** : Explosion Proof or PoE extender
- **F** : Flush or SFP LC (Fiber Channel)
- **G** : Government
- **H** : Housing

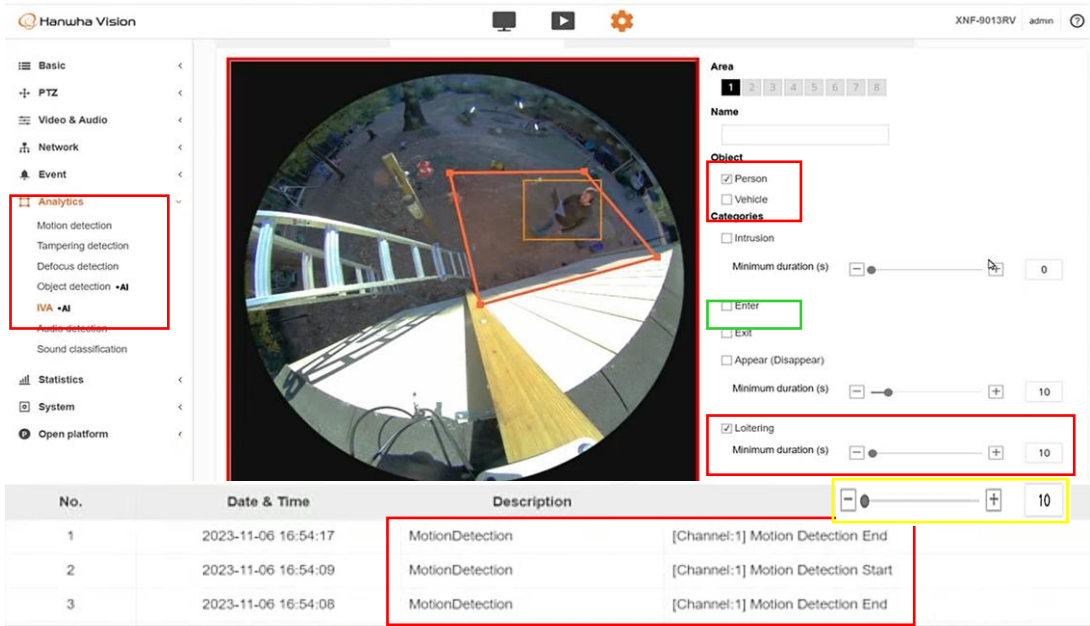# Failure to detect loitering events within the IVA-designated area

No.	# 5	Product Line	Network Camera
Product(Model)	XNF-9013RV	Keyword	IVA, Loitering

1. Installation Cases
- The IVA loitering detection option was enabled after installing the camera, XNF-9013RV, for the security around the building

2. Symptoms
- Loitering detection was set by specifying the IVA area, but the event was not detected.
- Conditions: Object-Person, Categories-Loitering, minimum duration (s)-minimum value (10 seconds)
- Result: The event was recognized as 'motion detection' rather than 'loitering detection'.

3. Causes
- Since the object to be detected does not show its continuous movement, it does not meet the loitering detection conditions.
- In the following cases, the target loitering object became undetectable as the system considered it disappeared.
  a. When the target object didn't move for a certain period of time
  b. When the target object overlapped another object
  c. When the environment was complex because there was a moving object in the vicinity of the target object

4. Measures
- Set both 'Loitering' and 'Enter' conditions for IVA

The NVR password reset button not working

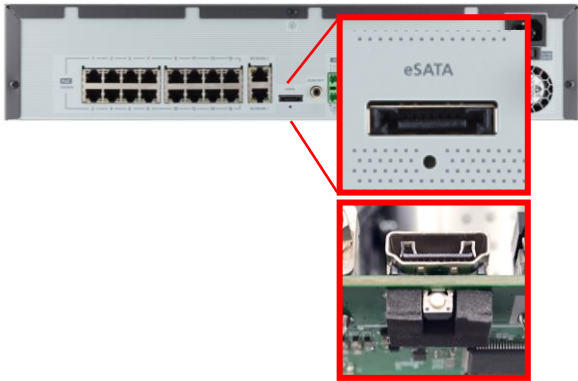| No.	# 6	Product Line	NVR
Product(Model)	XRN-1610S	Keyword	Password, Reset

1. Installation Cases
- The site Admin was changed after installing the NVR for commercial building monitoring.
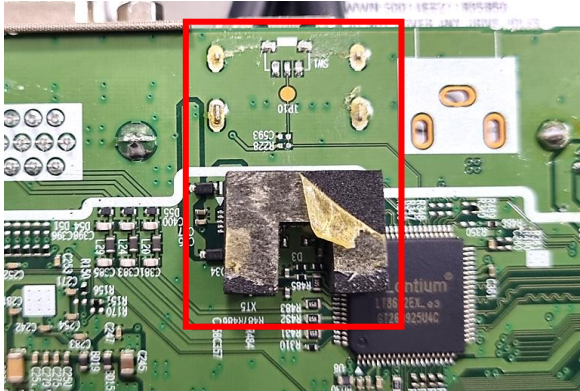
2. Symptoms
- It was impossible to access the system with admin privileges due to the lost password
- It was impossible to reset the password by pressing the small hole on the back of the system with a sharp tool.

3. Causes
- The [Password Reset] button on the back of the product was damaged by repeatedly pressing it with excessive pressure.
- The button can be considered to be damaged in the following cases:
  a, If you do not feel the button being pressed when you use a tool to press the part where the reset button is located.
  b. If you hear the sound of separated parts moving when you lift the product.

[Reset button on the back of the product]   [Reset button broken and separated]

4. Measures
- Press the [Password Reset]] button with a sharp tip for about 15 seconds with moderate force.
- If there is no response when pressing the button with a tool, contact a designated repair shop for its repairs.

Voltage difference between the NVR cover and the building ground

No.	# 7	Product Line	NVR (models with adapters)
Product(Model)	QRN-830S/430S	Keyword	Power, Ground, Short circuit

1. Installation Cases

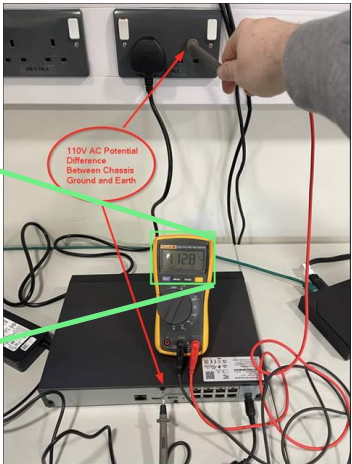- The NVR models were installed in office.

2. Symptoms

- There is a voltage difference between NVR Cover and building ground

- The neutral-to-earth voltage (NEV) is mistaken for leakage voltage

  * Neutral-to-Earth Voltage: It is an invalid power voltage caused by the potential difference between the neutral
    terminal and the earth when the earth is not connected (this phenomenon is not a defect in the product)

[NEV between Adapter Neutral terminal and GND]
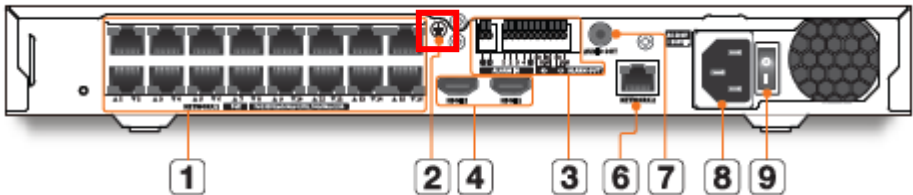
3. Causes

- The NVR ground terminal was not connected.

4. Measures

- Follow the installation guide: Use the Ground terminal for ground connection.

[2]	Ground Connection	Port for connecting a separate ground cable.
		■ For safe handling of the device, please add a ground wire.

NVR DDNS connection failure

No.	# 8	Product Line	NVR
Product(Model)	XRN-420S	Keyword	External network connection error, DDNS connection failure

1. Installation Cases

- There were an external network connection error and an DDNS connection failure.
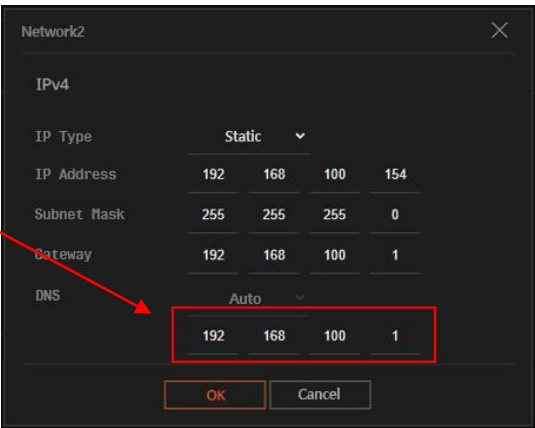
2. Symptoms

- The system was connected to the network, but DDNS was not accessible.

Wisenet DDNS & P2P

☑ Enable ⓘ

Pro	SDQTAFPZ
DDNS	check network setup and try again.
P2P	Succeeded.

3. Causes

☑ Quick connect(UPnP)   Failed to find a router. Check the router's configurations.

- "Auto" used for NVR DNS server IP address + error in Router's DNS IP setting

[Incorrect Procedure]

(1) NVR DNS was set to "Auto"

(2) Entered the Router DNS IP incorrectly.

(3) The external domain was inaccessible

(4) DDNS connection failed

Network2   ✕

IPv4

IP Type	Static ∨		
IP Address	192	168	100	154
Subnet Mask	255	255	255	0
Gateway	192	168	100	1
DNS	Auto ∨		
	192	168	100	1

OK   Cancel

4. Measures

- Precautions for DNS IP settings

① Auto : Recheck the router DNS IP address

② Manual: Set the correct DNS server IP address (e.g. 168.126.63.1 / 8.8.8.8, etc.)
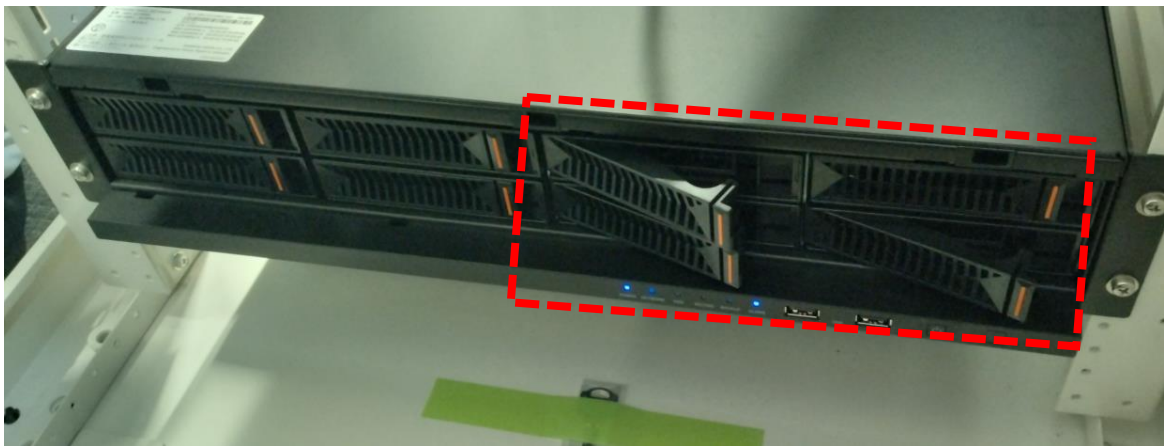
HDD not detected after NVR delivery

No.	# 9	Product Line	NVR
Product(Model)	XRN-3210RB2	Keyword	HDD tray being opened, HDD undetectability

1. Installation Cases

- The product equipped with NVR HDD was delivered by courier

2. Symptoms

- The HDD wasn't detected, and the HDD bracket was open.

3. Causes :

- The product was delivered with its HDD installed.

4. Measures

- When delivering the NVR product, pack and transport the NVR and HDD separately to
  prevent damage.
- Do not move the product with the HDD installed.

> **Delivering the product with its HDD installed is not covered by our product warranty.**
>
> - Product design and shipment are verified and guaranteed under basic installation or NO-HDD conditions.
> - In addition to the HDD tray being opened, there may be problems such as HDD undetectability, device deformation, and RAID recognition error.