

DVR FAQ (Troubleshoot) ver1.1

1. ID and Password after the first set up
2. Forgot ID and Password
3. Forgot Domain Name
4. Forgot user ID in DDNS Homepage (www.ipdvrfree.com)
5. Error message occurred once you test connection to the DDNS server from DVR
6. Error message occurred and software closed once you run DVR software
7. Inputed camera images, but it is not apparent
8. Playback video is discontinuous
9. Can't receive email
10. Can't hear recorded sound when playback
11. Set sensor event recording, but it is not work
12. Receiving images are too slow in remote place
13. Can't not hear sound of remote place when two-way audio
14. Can't not register DVR from client software
15. No response when connecting the DVR from client software
16. Can't see images in client software when remote searching
17. Can,t see images in client software after connect DVR
18. Appear "Receiving frame.." message on black picture after connect DVR from client
19. Can't receive movement and sensor event from Client software
20. How to use windows instead of DVR
21. Can't install DVR board device driver
22. Can't run DVR software in Windows98, but driver and software are installed exactly.
23. No recording images, but appear images on DVR screen
24. Not appear LOG-IN window when connect DVR by Internet Explorer
25. Can't see images when connection DVR by Internet Explorer
26. Can't see images but appear monitoring window when connect DVR by Internet Explorer
27. Can't Back-up to CD

ID and Password after the first set up

ID & Password were as follows when the first set up

Default registered ID and Password :

Version 2.1.0.23 or higher software version : ID - admin , Password - 1111

Version 2.1.0.22 or lower software version: ID - Administrator , Password - 111

Forgot ID and Password

If not change password after the first set up,

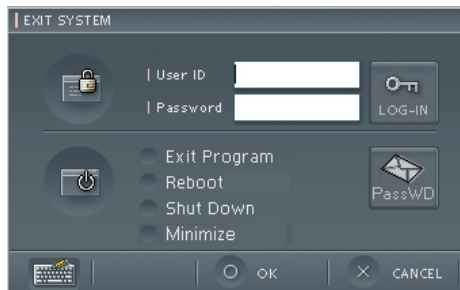
Default registered ID and Password :

Version 2.1.0.23 or higher software version : ID - admin , Password - 1111

Version 2.1.0.22 or lower software version: ID - Administrator , Password - 111

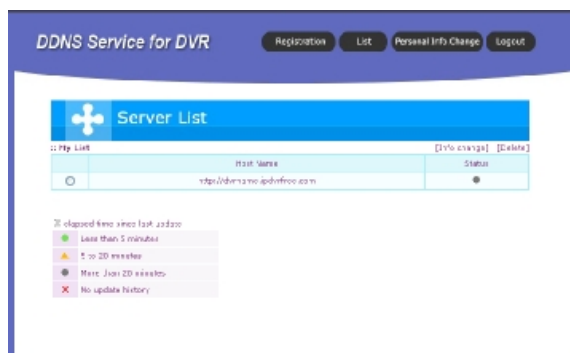
In case of change password

DVR will send administrator's password information to the administrator's e-mail address when click the 'PassWD' button on LOG-IN window.



Forgot Domain Name

If you forgotten domain name to your account, please check the information from DDNS service Website(www.ipdvrfree.com). Please confirm your domain name from LIST Menu screen.



When you click the URL, you can access your DVR by web browser.

Forgot user ID in DDNS Homepage (www.ipdvrfree.com)

If you've forgotten the ID or password to your DDNS account, please send email to ddns@cnbtec.com.

You can retrieve it by confirming your identity and providing us with your email address. If Send e-mail address and user name when join DDNS to ddns@cnbtec.com or call our company, our company will email ID & initialized Password to email address after confirm it.

Hope to change Password using initialized Password after Connect DDNS Homepage Password because it is not same input Password when join DDNS

Error message occurred once you test connection to the DDNS server from DVR

Once you test connection to DDNS server after entering registration and serial number on the DVR network setup window, you should see the following message:

“Succeeded! Your URL is XXXX.ipdvrfree.com”

If error occurred, refer the following messages:

- XXXXXXXX is invalid Registration Number, please try again! :
Wrong Registration Number or Serial Number.
- ERR_INVALID_PARAMETER(-1) :
Serial Number is less than 6 or more than 20 characters, alpha and or numerical otherwise it include null.
- ERR_INVALID_SERIAL(-2) : Invalid value used, you may use alpha and numerical characters.
- ERR_INVALID_REGBUF(-3) :
Registration Number includes null
or connection trouble to the internet
or incorrect DDNS Server Address(once you changed "ipdvrfree.com"
on the DVR network setup window)

Error message occurred and software closed once you run DVR software

Check driver installation. DVR software runs properly once video capture board driver was installed correctly.

And DVR softwares must correspond with their own device driver.

You can check DVR software model from DVR setup – information.

You can check capture board driver from Control Panel in windows – system – hardware –

device manager.

Driver name for BDF0303 :

“4Ch Video Capture Device”

“4Ch Slave Capture Device”

Driver name for BDS0606 :

“16Ch Video Capture Device”

“16Ch Video Capture Device”

“16Ch Slave Capture Device”

“16Ch Slave Capture Device”

Driver name for BDS1212 :

“16Ch Video Capture Device”

“16Ch Video Capture Device”

“16Ch Video Capture Device”

“16Ch Video Capture Device”

“16Ch Slave Capture Device”

“16Ch Slave Capture Device”

“16Ch Slave Capture Device”

“16Ch Slave Capture Device”

Driver name for BDE2424 :

“8Ch / 240 fps Capture Board”

Driver name for BDS2424 :

“16Ch / 240 fps Capture Board”

Driver name for Overlay480 :

“Overlay Board”

Inputed camera images, but it is not apparent

Check video capture board driver. Incorrect device driver can cause it.

The graphic card may not be compatible.

A graphic card on mother board can cause it generally

Intel Extreme Embedded Graphic card is compatible

Use VGA card type. ATI Radeon VGA is compatible more than another thing

Playback video is discontinuous

2 frames(image) are recorded per second basically if you didn't change recording speed value. In this case, you can't see continuous video.

You can change recording speed from DVR setup – camera/movement – camera/recording frame setting.

Can't receive email

Check e-mail information from DVR setup.

Check e-mail delivery setting when cause event(movement detection, sensor, video loss) :

DVR setup – camera/motion – Motion Detect event – check the 'Send the image email' checkbox

DVR setup – DIO – check the 'E-mail when sensor detection' checkbox, and sensors should be assigned with cameras.

- ✦ E-mail Server Type the address of e-mail server(SMTP).
 (SMTP) : e.g.) smtp.mail.yahoo.com(Type 127.0.0.1 into the E-mail address if you installed SMTP server to your dvr system)
- ✦ User ID : Type the user ID(Account name) of e-mail server if authentication is required
 e.g.) [master](#) (Don't type user ID if you installed SMTP server to your dvr system)
- ✦ Password : Type the password of e-mail server if authentication is required
 e.g.) [*****](#) (Don't type password if you installed SMTP server to your dvr system)
- ✦ Sender Type the e-mail name of sender.
 Address : e.g.) dvrsyst@dvr.com
- ✦ Receiver Type the e-mail name of each recipient, seperating names with a semicolon(;).
 Address: e.g.) master@yahoo.com; dvrsupervisor@empas.com
- ✦ Interval of Select e-mail sending interval in second unit.
 sending:



DVR SMTP server software doesn't work on Windows95, 98(se) and ME.

In use of mail server by installing DVR SMTP server, some reception of mail accounts' address can be blocked. (hanmail.net, empas.com etc.) If the mail is unauthorized IP mail, not domain, this can be classified as spam and blocked. In that case you need to unblock spam filter from your email supervisor.

Can't hear recorded sound when playback

Check audio cables which input to the sound device.

Sound device driver should be installed properly.

Recording volume up in sound device setting when you use sound card.

Check the DVR setup state:

DVR setup – Audio – Select device/input type(microphone or line in)/camera to assign

Ref. : Audio may not be played when you playback the present time, but video will be played.

Set sensor event recording, but it is not work

Check the recording schedule from DVR setup – Schedule.

Set each Weekday, Weekend and Holiday

In case of set sensor recording, you can see blue line in timetable each channel

Sensors should be assigned with cameras. A sensor activates with associated cameras.

Assign sensors with cameras from DVR setup – DIO.

Receiving images are too slow in remote place

Consider your network condition, and change the DVR setting.

If you use Internet environment, down the transmission speed ought to reduce receiving delay.

Control transmission speed each channel from DVR setup – camera/movement – camera/recording frame setting

Operating system performance load may cause delay network transmission.

If you set up transmission priority, you can reduce transmission delay from loaded system

Can't not hear sound of remote place when two-way audio

The voice communication can be improved if setting of audio equipment for the Windows's system is as below :

- ✦ [Sounds Tab] Scheme : No sound
- ✦ [Volume Tab] Speaker settings / Advanced / Performance
 - . Hardware acceleration : Full, . Sample rate conversion quality : Good
- ✦ [Audio Tab] Playback volume - Microphone and Line : Mute. Volume up to max
 - Recording volume - Select input Microphone or Line in.
 - Microphone volume Advanced – check Boost check box

If you want to use router or IP sharer, you have to setup DMZ or port-forwarding of each of the router. DVR use port numbers for audio as below:

UDP : 49557, 49559

Can't not register DVR from client software

If you cannot add DVR list when registers DVR from DVR Client software, DVR system may power down or not connect network. Check power and network connection. If power and network connection is normal, you might input incorrect information.

No response when connecting the DVR from client software

Check network connecting state of DVR and Client system.

Check DVR information(site code(100-001), IP address, ID and Password)

You can't connect to the DVR once same ID was accessed from another remote place. Access with another ID.

If WindowsXP SP2 was installed in DVR system, windows firewall may block connecting.

In this case, unblock DVR software, DVR Mediaserver and Apatch from windows firewall of the DVR system. And the DVR client software should be unblocked from firewall as well.

If you want to use router or IP sharer, set DMZ or port-forwarding from router setting.

*port-forwarding port LIST.

function	section	Port number
Web port	TCP	80
Connection port	TCP	7074
Audio port	TCP	7075
Video port	TCP	7076
Media port	TCP	7077
Audio 1	UDP	49557
Audio 2	UDP	49559
Alive port	UDP	49560

Port-forwarding hope to refer operating manual

Can't see images in client software when remote searching

You can see images normally if DVR and client software is same version.

Client software's network port numbers should be same as DVR software's.

DVR Mediaserver.exe should be unblocked from windows firewall.

If you use router, setup DMZ or port-forwarding from router setting. Check media port(7077) from router setting.

Can,t see images in client software after connect DVR

Click the 'CONTROL' button in the Client software, connecting camera LIST will be appear.

If you want to see camera images on display, double click the camera icon on the list.

Appear "Receiving frame.." message on black picture after connect DVR from client

You can see images normally if DVR and client software is same version.

Client software's network port numbers should be same as DVR software's.

If you use router, setup DMZ or port-forwarding from router setting. Check video port(7076) from router setting.

Can't receive movement and sensor event from Client software

Check alarm function setup on the DVR software.

Check DVR's cameras and sensors are allocated to the map.

Check warning sound setup for video input loss and detection movement :

DVR Client software – 'connection' button – choose DVR – 'detail setup' button

Check 'camera input loss' and 'movement detection' checkbox.

Check event alarm setup using eMAP :

DVR setup – camera/motion – motion detection event – choose the 'notify to network client'

DVR setup – DIO – assign sensors with cameras(sensors activates with associated cameras)

Client software – 'map' button – event setup – choose the 'motion event' or 'sensor event'

How to use windows instead of DVR

If you want to use windows or another software without closing the DVR software :

DVR Login – choose 'minimize'

Can't install DVR board device driver

Select driver folder location from provided CD in the search when you install driver.

If the driver can not be installed with correct process, your mother board may not be compatible with DVR board. In this case, we recommend change mother board.

Compatible model information is in Homepage.

Can't run DVR software in Windows98, but driver and software are installed exactly.

The DVR software need DirectX 7.0 or higher. Run the DVR software after install DirectX, because DirectX is not installed in Windows98 basically.

No recording images, but appear images on DVR screen

Recording frame set to '0' makes no record file.

If you select "Display" function on schedule setup, it makes no record file.

If you select "Movement recording" on schedule, check the below :

No movement makes no record file.

Unselected movement area makes no record file,

Sensitivity which setup to low level may makes no record file.

Not appear LOG-IN window when connect DVR by Internet Explorer

You cannot access DVR by Internet Explorer if you didn't install Web Server software in DVR system.

Set "support web viewer" in DVR setup.

If WindowsXP SP2 was installed in DVR system, windows firewall may block connecting.

In this case, unblock Web server software(Apatch.exe) from windows firewall.

If you want to use router or IP sharer, set DMZ or port-forwarding from router setting.

Can't see images when connection DVR by Internet Explorer

ID and password which is set in DVR are available.

You can't connect to the DVR once same ID was accessed from another remote place. Access with another ID.

If WindowsXP SP2 was installed in DVR system, images monitor window may not be appeared.

Disable 'Popup Stopper' in Tools of Internet Explorer.

When you connect DVR for the first time, your client system download and install ActiveX.

Choose "install ActiveX" from windows security message, otherwise you can't see images.

(Once Active X installed, the Monitoring window appears directly from the next time.)

Can't see images but appear monitoring window when connect DVR by Internet Explorer

DVR software version should be compatible with Web Server software.

Check compatible software version on the Homepage.

If you use router :

1. Setup DMZ or port-forwarding from router setting. Check video port(7076) and connection port(7074) when you set port-forwarding
2. Check the "Proxy setting" checkbox from DVR setup – network – Web monitoring setting.

Can't Back-up to CD

For back up data to CD, CD-RW should be installed in DVR system.

'Easy CD creative' software is needed to use back-up function in DVR software.

Or you can back up files using commercial CD software.