

Title:	Timestamp Delay in Web GUI or iVMS-4200 Live View	Version:	v1.0	Date:	020416
Product:	All NVRs and DVRs			Page:	1 of 2
Action Required:	Resolution Steps				

## Summary

When viewing cameras in the Web GUI or IVMS-4200 PC client Live View window, the timestamp is delayed compared to the actual time. This can also be shown as the timestamp out of sync between different cameras in remote Live View access. The delay is compounded over time, so it might not be easily detected at first. Also, it will re-sync or re-adjust back to the current time if the user switches between the Live View window to another function window such as the Playback or Configuration window. However, Live View on a local NVR monitor shows an accurate timestamp and does not exhibit any delays over time.

The Live View window delay can exceed 10 minutes on a real-time viewing monitor such as one used at a concierge desk or live monitoring station.

## **Tested Firmware Version with Issue**

Netra Series NVR: v3.1.5, v3.3.4, and v3.3.5 IP Cameras: v5.3 All IP cameras connected via Plug-and-Play

## Cause

Unknown

## Resolution

For all IP cameras connected to the NVR, disable the following features through the Web GUI for each IP camera:

1. Disable UPnP and click "Save."

Configuration	× +				-		
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HIKVISION DS	6-2CD2432F-IW					0	Ì
Live View	Playback	Log	Configuration	💄 adı	min   🛶 L	.ogout	
<ul> <li>Local Configuration</li> <li>Local Configuration</li> <li>Basic Configuration</li> <li>Advanced Configuration</li> <li>System</li> </ul>	n  TCP/IP Port tion TcP/IP Port Enable t Friendly Na	DDNS PPPoE SNMP	QOS         FTP         Wi-Fi         UPnP**         E           >S-2CD2432F-IW - 4592 <th>mail NAT Platform Access</th> <th>HTTPS</th> <th></th> <th></th>	mail NAT Platform Access	HTTPS		
Network							
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<ul> <li>Security</li> </ul>							
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Smart Event							
© Storage							

Figure 1, UPnP Setting



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2. Disable NAT and click "Save."

Live View	Playbac	ĸ	Log	Configuration		💄 adr	min   🛶	Logo
<ul> <li>Local Configuration</li> <li>Local Configuration</li> <li>Basic Configuration</li> </ul>	on  TCP/IP ation	Port DDNS PP	PoE SNMP Q	DS FTP Wi-Fi UPnP™	Email NAT Pla	atform Access	HTTPS	
Advanced Configu	Port	Mapping Mode	Auto	×				
System		Port Type	External	Port External IP A	ddress Status			
Network		HTTP	80	0.0.0.0	Not Valie	d		
Video/Audio		RTSP	554	0.0.0.0	Not Valie	d		
Image		Server Port	8000	0.0.0.0	Not Valie	d		
Security								
Basic Event								
Smart Event							Save	e
Storage								

Figure 2, NAT Setting

3. Disable Platform Access (EZVIZ Cloud P2P) and click "Save."

Live View	Playback	Log	Configuration	1	💄 admi	n   🛶 Log
Local Configuratio	n A TCP/IP Port	DDNS PPPoE SNM	P QoS FTP WI-FI UF	PnP™ Email NAT	Platform Access	HTTPS
Basic Configuratio	n v Enable					
B Advanced Config	Access Type	e EZVIZ Clo	ud P2P v			
Advanced Connign     O System	Register St	atus Offline	~			
Network						
Video/Audio						
Image						Save
<ul> <li>Security</li> </ul>						
Basic Event						
Smart Event						
Storage						

Figure 3, Platform Access Setting

4. Reboot DVR/NVR.