

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."

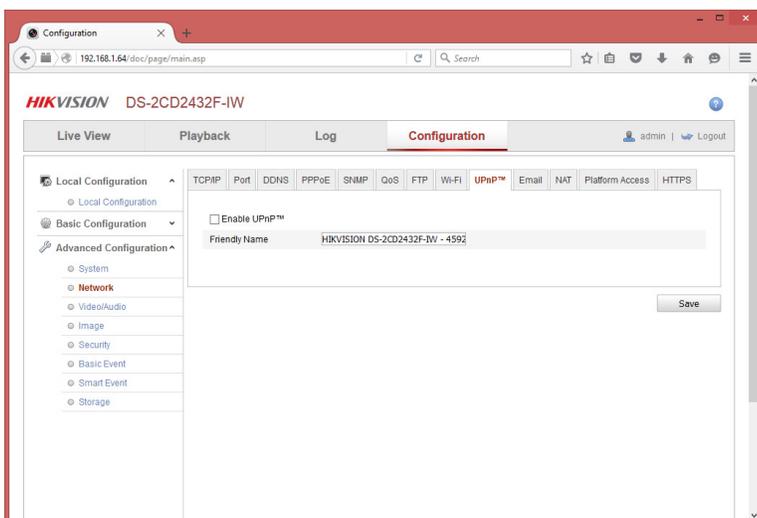


Figure 1, UPnP Setting

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2. Disable NAT and click “Save.”

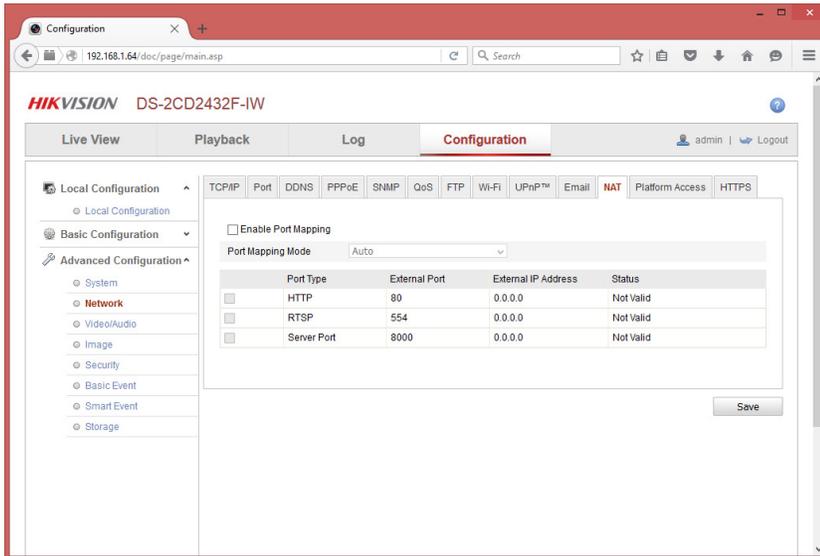


Figure 2, NAT Setting

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

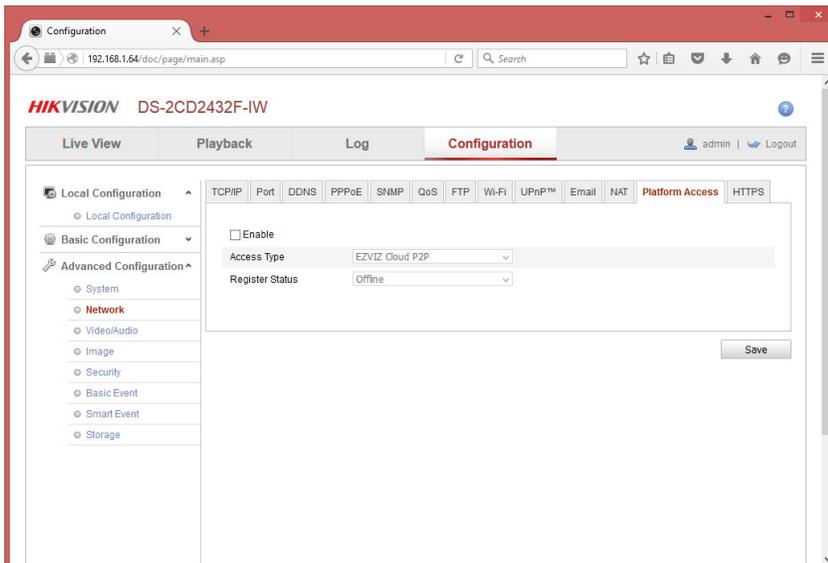


Figure 3, Platform Access Setting

4. Reboot DVR/NVR.