



# **iVMS-5200 Mobile Surveillance V1.1.4**

**FAQ**

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## FAQ

**1. Q: Why am I failing to generate today's report?**

**A:** Since today's statistics is overall calculated at 24:00, today's report cannot be generated before it ends. In other words, to calculate statistics of a certain day, please make sure that the day has gone by.

**2. Q: Can I generate Mileage Statistics Report for my portable device?**

**A:** No, you can't. Currently, only MDVR and MNVR support Mileage Statistics Report.

**3. Q: My device cannot receive message from the platform. What's going on?**

**A:** Send Message function is only supported by Mobile devices and PVR with some certain firmware version, please refer to *Hikvision Compatibility List* to check the device model.

**4. Q: When Fence Crossing Alarm and Deviation Alarm are triggered, sometimes I only receive either of them, while sometimes I receive them repeatedly at different intervals. Why is that?**

**A:** To take Fence Crossing Alarm as an example, the alarm is triggered when the monitored vehicle is crossing the fence, and the alarm normally stops when the vehicle gets back into the fence. However, the alarm also stops when the GPS on the vehicle fails to upload information due to weak signal or power off. In this case, when the GPS restarts to work, the alarm information will be uploaded again.

**5. Q: After I synchronize device recording schedule to the platform, its recording template on Web Client turns out to be different from what I configured on the device. What's going on?**

**A:** Currently, Mobile Surveillance Web Client supports recording template with no more than four time intervals per day. Therefore, when device recording template exceeds the maximum number, only four time intervals per day can be synchronized.

**6. Q: I adopt Windows Cluster to achieve high availability of the system, but I find the VAG service on standby server is also running. How do I configure on the standby server?**

**A:** When configuring high availability, please select "vag\_pag" service instead of "iVMS Mobile VAG-DAG" or "iVMS Mobile VAG\_STREAM"

**7. Q: Why am I failing to create some certain presets for Portable PTZ dome?**

**A:** Since Portable PTZ dome supports up to 128 presets, please check if your saved presets have reached the maximum number.

**8. Q: The message I sent from Control Client to mobile device turns out to be a string of question marks. What's going on?**

**A:** For sending message in Chinese, you need to install language pack on the server/PC where the Mobile Surveillance CMS is installed. Otherwise, you would receive a string of question marks instead.

**9. Q: Why am I failing to receive event-triggered email via Hotmail address?**

**A:** Please check if you have configured both sender's and recipient's parameters correctly. For configuring recipient via Hotmail address, be sure **NOT** to include punctuation symbol "@" in the recipient's name box.

**10. Q: The MVR/PVR can register to the platform successfully, but why is its status offline?**

**A:** Please import the device to an area first so that the device status is available and accurate.



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