

XVR playback recording regularity missing

1. Product Model and Firmware Version:

XVR8816S-4KL-I

DH_XVR8x16-4KL-I_MultiLang_PN_V4.200.0000001.1.R.190605.zip

2. Description of the Problem:

There is a regular loss of playback, as shown below.



3. Problem Analysis and Troubleshooting:

1. According to the pictures at the scene, it is the XVR that has rebooted, disconnected or synchronized time, and not caused by the drop of a single camera (if the overall irregularity is missing, we also need to consider the hard disk problem).
2. We need to check the logs to see if there are records of rebooted, disconnected or synchronized time
3. We see that there is a record of the calibration time in the log, as shown below.

Log Time: 2022-08-01 01:00:02
Type: Synchronize System Time
Contents:
Detailed Information:2022-08-01 00:50:22 >> 2022-08-01 01:00:02
User:admin
Group:admin
Type:NETWORK
IP Address:192.168.99.47

4

Log Time: 2022-08-01 01:09:14
Type: Synchronize System Time
Contents:
Detailed Information:2022-08-01 01:18:50 >> 2022-08-01 01:09:14
Type:NTP

4. Solution and Conclusion:

1. You can see what's going on based on the timing cues. According to the prompt of time point, we can see what happened. According to the figure, it is caused by multi-calibration time.
2. Turn off one of the time calibration methods.