

Camera return to H.265 after reboot the switch

1. Product Model and Firmware Version:

Product Model:

IPC-HFW3541EP-AS-0280B

Firmware Version:

Null

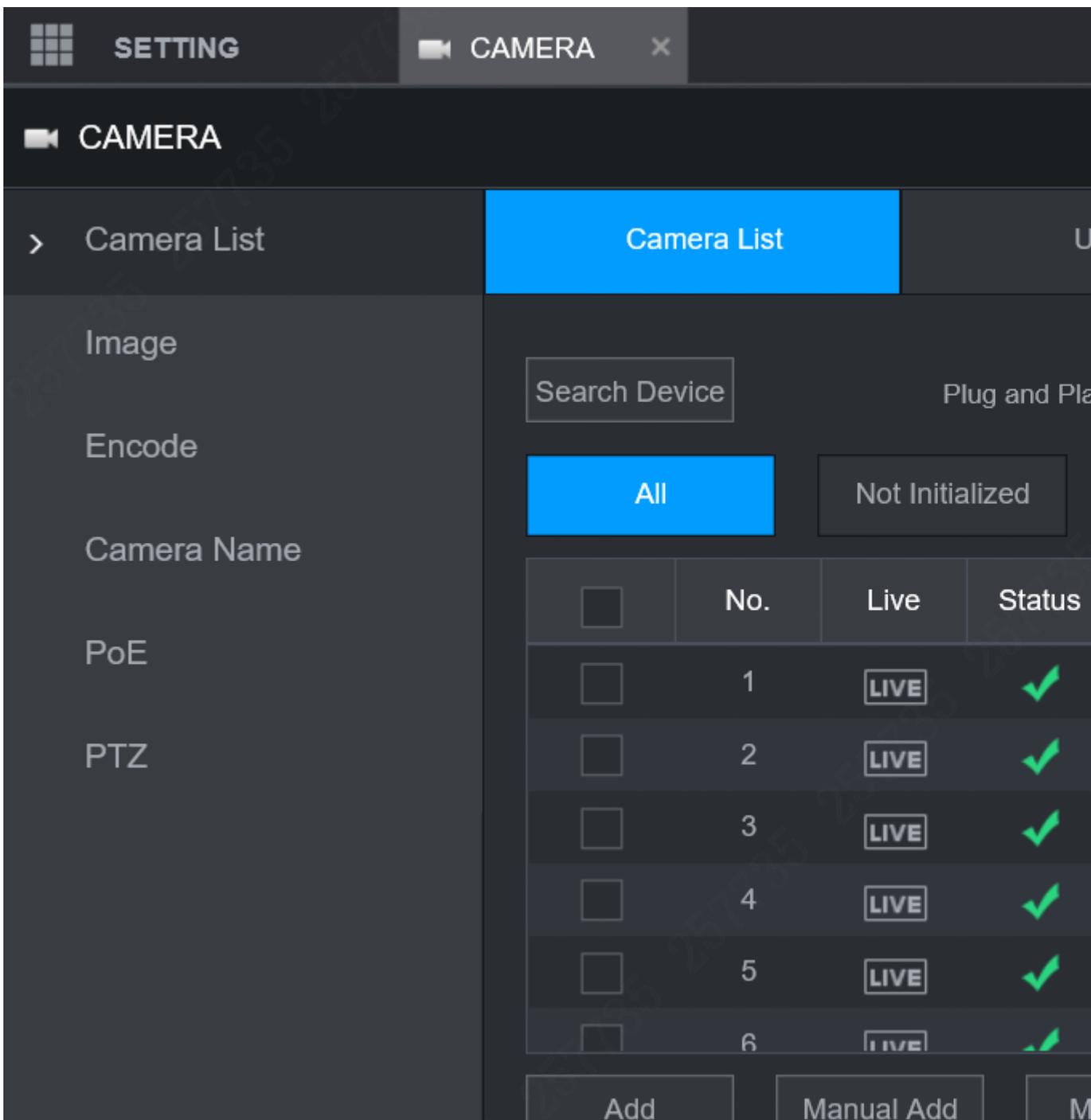
2. Description of the Problem:

When set the camera Encode Mode to H.264. And then after restart the switch, the camera Encode Mode return to H.265. Onsite Environment: Camera & NVR connected to Same Lan. And the camera is added to NVR with private protocol.

3. Problem Analysis and Troubleshooting:

1. Use PC directly connect to Camera with network cable. And then restart the camera to see whether the Encode Mode will return to H.265.
2. Add the camera to NVR via switch. And then restart the switch. Check the camera web log and found that there is an ip that sent the configuration to the camera.
3. Check the NVR configuration and found that the NVR enable the Auto H.265 function. It will set the camera Encode Mode to H.265 when the camera is added to NVR again.

No.	Username	Time	Type	Content
1	admin	2022-04-21 19:09:55	Config.Save	{"Names": "Encod



4. Solution and Conclusion:

Disable the NVR H.265 Auto Switch function. And then the issue can be solved.