

Color mode is not working

[1]Product Model(Version)

DH-SD6AL245UN-HNI-IR
Firmware: V2.800.10LM000.0.R.E4.4510.BA.NR. BUILD DATE: 2019-10-31
PTZ VERSION: V2.300.0000000.4.RHNR_170814_23631

[2]Description of the problem

The cameras were added to the Genetec platform and the PTZ cannot maintain the color mode, the color mode setting will automatically jump to black and white mode, when the camera was reset the color setting always returned to black and white, this problem happened with 65 PTZ cameras

[3]Problem Processing (Root Cause)

The Genetec platform modified the ICR of the camera and caused the camera to return to black and white, to validate this information we carried out the packet capture between the Genetec platform and the camera with Wireshark:

```
VideoInput.1.IrcCutFilterMode = on  
HTTP/1.1 401 Unauthorized
```

```
VideoInput.1.IrcCutFilterMode = Auto  
HTTP/1.1 401 Unauthorized
```

[4]Solution

In the Genetec platform they changed the IR cut filter from Automatic to Active, after the change the problem was solved