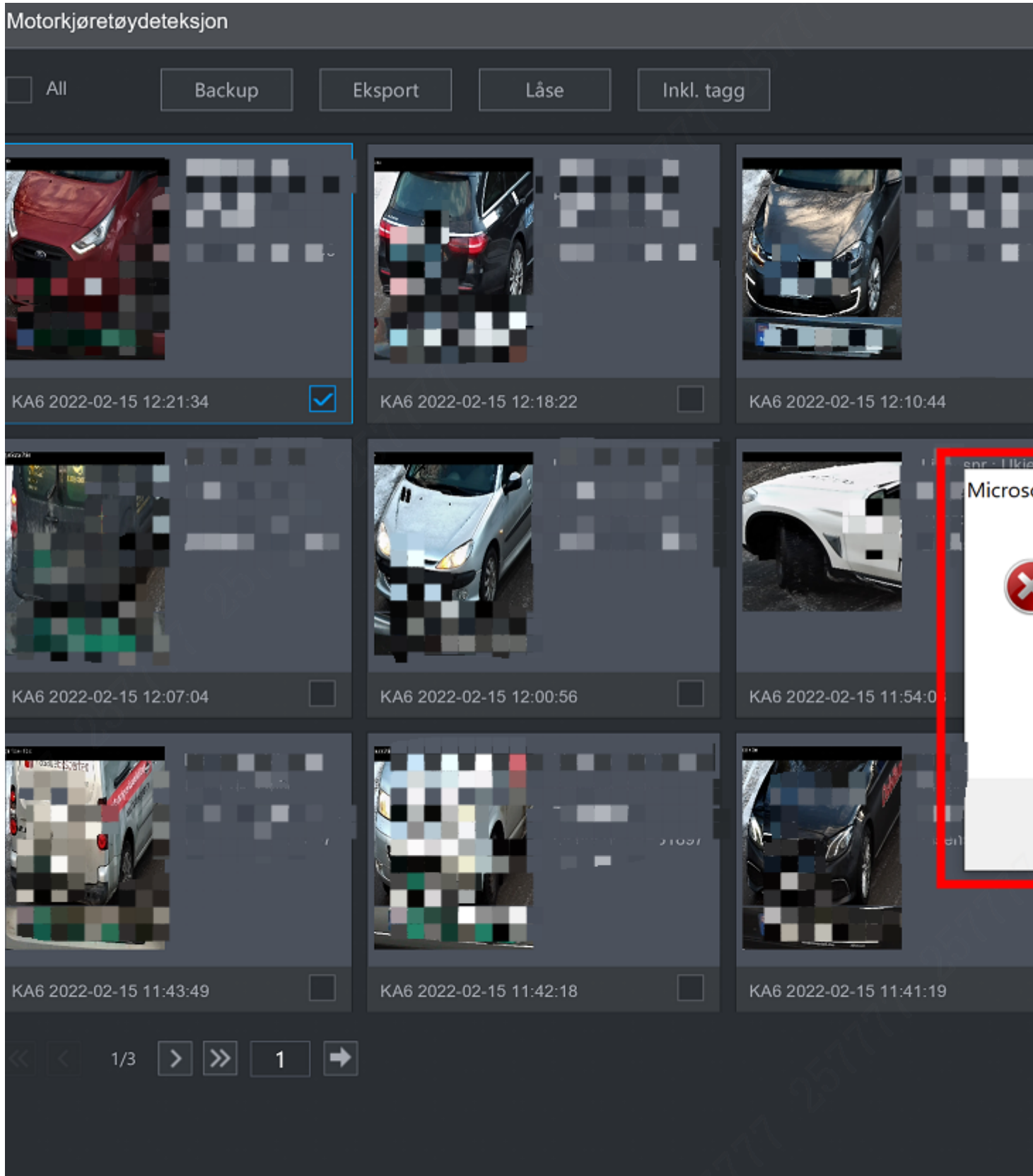


NVR export license plate data error problem

Device model NVR 5x series (baseline version)

Description of the problem: An error occurs when exporting license plate data on the NVR web side, as shown in the figure below.



problem analysis:

1. MS office is not installed, the NVR web report export function relies on the interface provided by MS office

2. The installed MS office has not completed the genuine authorization

3. Some MS office2016 versions have modified the time interface. The plug-in that comes with the NVR is called according to the earlier office version, which will cause the plug-in to crash.

SolutionPlease confirm that the first two points 1 and 2 are all correct, and then confirm whether the MS office on the on-site computer is office 2016 or a later version. If so, you can close all web browsers on the computer first. Delete the C:\Program Files (x86)\webrec directory, and then install the modified version of the plug-in attached [webplugin_dahua.zip] for testing. This version of the plug-in fixes the third problem above.