

How to solve PTZ longevity warning issue

1. Product Model and Firmware Version:

DH-SD5A232XA-HNR

V2.800.0000009.3.R.P9.3217.UN.NR Built date: 2020-03-31

2. Description of the Problem:

PTZ camera DH-SD5A232XA-HNR, installed in November 2021, Has PTZ Longevity Warning. Reboot camera and factory reset all can't fix the issue. The screen displays the following: It is recommended to stop PTZ action.

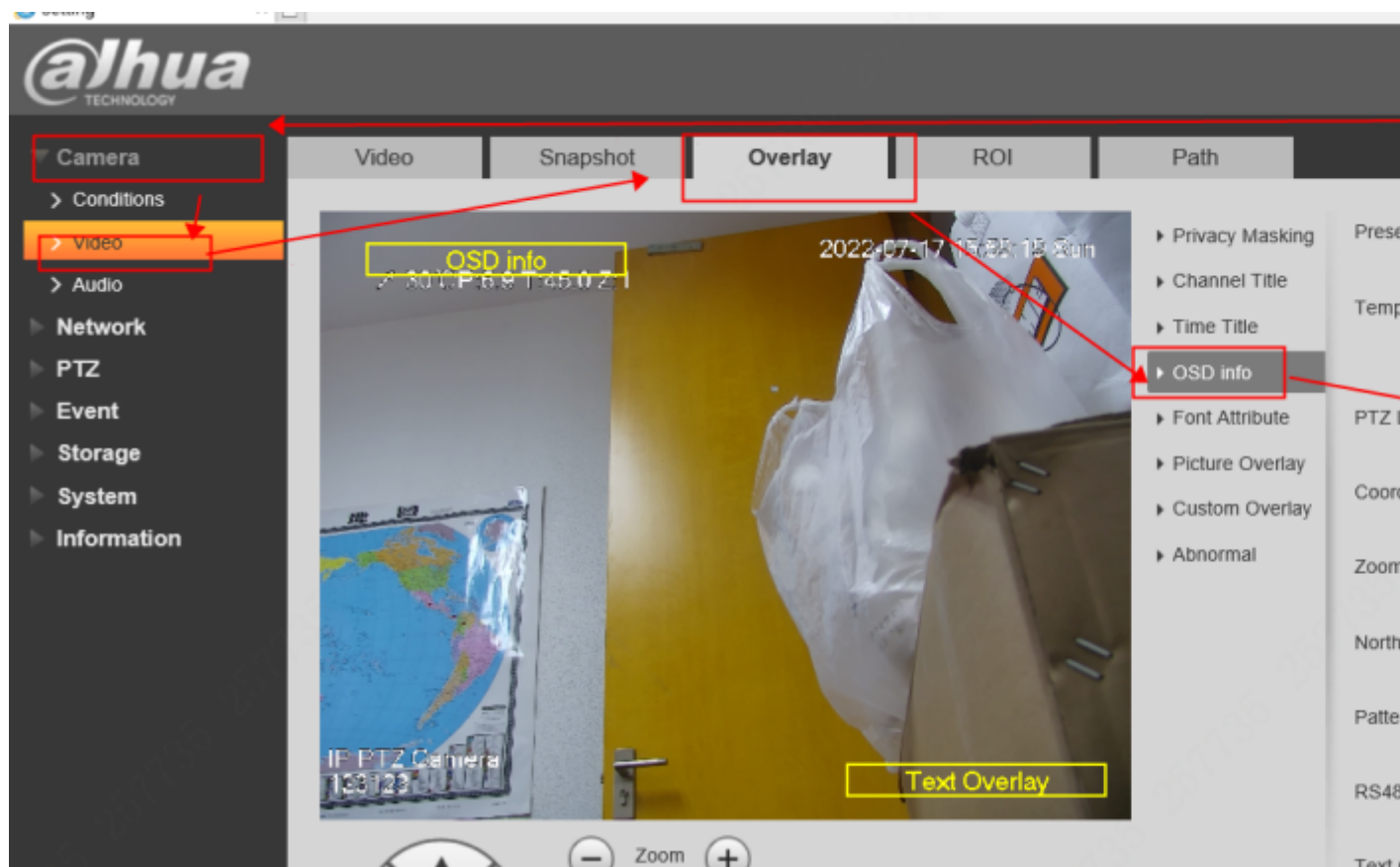




3. Problem Analysis and Troubleshooting:

1. Update the camera to latest fw to see whether the issue can be solved.
2. Enter the following path to close the longevity warning:

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4. Solution and Conclusion:

PTZ longevity is independent of actual installation time. This info appears because too many PTZ functions(Pattern,tour,etc) are used. Turning this feature off can solve the problem.Need to turn off the PTZ life warning.The path is as following:Setting->Camera->Video->Overlay->OSD info->PTZ life warning->Disable

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