

DMSS cannot receive alarm push from NVR

1. Model and firmware version

DHI-NVR5832-I/L

V4.002.0000000.3.R Build Date :2022-07-27

2. Description of the problem

1- I have some cameras added to NVR and I added this NVR by IP/domain to the gDMSS.

2-I tried to achieve SMD by the cameras and I didn't receive the notification when the camera is triggered.

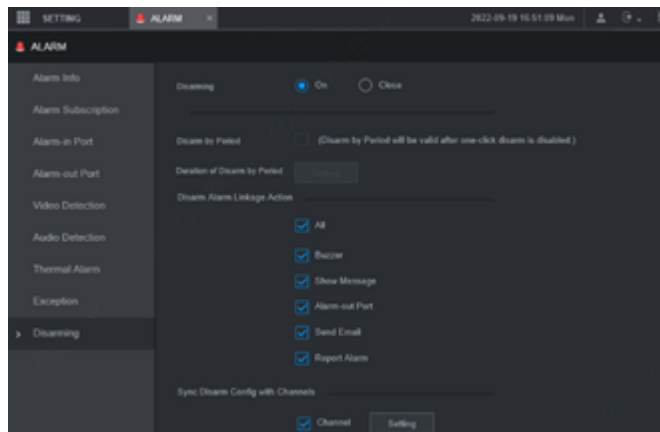
3-I tried to achieve SMD by the NVR and I didn't receive the notification when the camera is triggered.

In both of the previous cases: the notification in the NVR it's normal, also i tried to add the NVR to the DMSS and enable the Alarm notification in the DMSS but also I didn't receive the notifications.

3. Problem Analysis and Troubleshooting

1. Confirm whether the on-site environment is in the LAN and add the device. If the device is added through the IP in the LAN, the alarm push will not be sent to the DMSS.

2. Confirm whether the Disarming is enabled on the scene



4. Solution and Conclusion

The device added on site through IP, but it is in the LAN, so it cannot receive the alarm push. If you want to use this function, you need to connect the device to the WAN, making the P2P can be online normally.