

Specific camera type not available in System Administration

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Symptom

When attempting to add a camera in the Digital Video folder in System Administration, the specific IP camera type is not included in the drop-down.

Resolution

In System Administration:

1) Check the Capabilities Chart for the installed LNVR version at <http://partner.lenel.com>. After signing in, click on downloads, and in the drop downs select "Lenel NVR", the version, and "Compatibility." If the camera model appears in the chart, proceed to step 2.

2) Select **Digital Video** from the **Video** menu.

3) On the Video Recorder tab, click [Add].

4) From the **Video Recorder Type** drop-down, select the type of recorder to which the camera is being added, and then click [Update Capabilities].

Note: Wait for the update to finish. The cursor should change into an hourglass briefly.

4) Close the Digital Video folder, and then open it again. The supported cameras should now be available in the **Camera Type** drop-down on the Camera tab > Connection sub-tab.

5) If the camera type is still not listed and you are using LNVR 7.2, see KB Article 3438

Applies To

LNVR (All versions)

Additional Information
