NetDVMS does not report analog video input failure or signal loss to Alarm Monitoring

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Symptom

When there is an analog video input failure, or video signal loss, no alarm appears in Alarm Monitoring.

Currently, this issue applies to systems with AXIS 241Q or AXIS Q7406 encoders.

Resolution

To resolve this issue, NetDVMS must be configured to report video signal loss. To do this, follow the steps below:

1. Log onto the NetDVMS server.
2. Click [I/O Setup].
3. Select the Axis analog encoding solution.
4. Click [Add new event].
5. From the list of **Available Input Event(s)**, select **Video loss on Camera , alert event**.
6. Click [>>] to add the event to the **Enabled Input Event(s)** column.
7. Enter an **External event name** that indicates a video signal loss. Also add the camera name and location.
8. Click [OK] in the **Edit Event** message box.
9. From the list of **Available Input Event(s)**, select **Device booted, alert event**.
10. Click [>>] to add the event to the **Enabled Input Event(s)** column.
11. Enter an **External event name** that indicates a video signal restored. Also add the camera name and location.
12. Click [OK] in the **Edit Event** message box.
13. Click [OK] in the **Multiple Input Events** message box.
14. Click [Exit] in the **NetDVMS Administrator** message box. NetDVMS will shut down and restart.
15. Restart Alarm Monitoring.

Applies To

NetDVMS

Additional Information

None