

NetDVMS video doesn't appear in some OnGuard applications

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Symptom

Video from a NetDVMS recorder plays in Alarm Monitoring, VideoViewer and System Administration but not in Area Access Manager, VideoVerification, VideoViewer (Browser Based), and Area Access Manager (Browser Based) applications.

Resolution

In order to use these applications, the NetDVMS DVR must have a default username/password configured in System Administration.

On the NetDVMS, configure the user **sp911** with the password **lenel**.

You must also enter the **sp911/lenel** user into the **System Administration > Digital Video > Video Recorders** tab for the NetDVMS. Close and re-open all OnGuard applications to activate this username.

Applies To

OnGuard 2010 (6.4.500) or later
SkyPoint NetDVMS

Additional Information

None
