

The alarm/event time does not match with the video on playback.

Last Modified on 05/30/2025 9:45 am EDT

Problem Overview

When reviewing video that is tied to an event the event example; "Granted Access" occurs before or after the event time stamp.

Detailed Description

1. Check all clients and servers including the digital video recorders and make sure that they have a time sync to the minute and preferably within 15 seconds.
2. Open the com server as a program and perform a read clock for all of the panels.
3. Perform a set clock for all panels.

This should remove any post or preview of the actual event and allow for a very close playback of event to video sync.

Applies To

LDVR (All versions); LNVR (All versions); OnGuard (All versions)

Additional Information
