

Unable to add cameras to integrated GoVision Recorder in System Administration. Available licenses shows a negative number.

Last Modified on 12/08/2021 7:36 pm EST

Symptom

After integrating a GoVision recorder in OnGuard through System Administration, you must import the cameras from the GoVision recorder. However, it will not allow you to import and shows a negative number of available licenses.

Resolution

Starting in OnGuard 6.4.500, the licensing has been changed to reflect GoVision channels. Prior to 6.4.500, GoVision cameras were using LDVR Channels in the license.

In 6.4.500, the GoVision cameras are no split out from regular DVR channels into two categories: GoVision Release 1 and GoVision Release 2.

To add GoVision cameras in 6.4.500, you may need to contact Lenels' System Integration (SIG) department for an updated license prior to adding the cameras in System Administration.

Applies To

OnGuard 2010 (6.4.500)

New "Applies to" Category needed; GoVision

Additional Information
