

# Axis Encoder on an RC-C/NetDVMS recorder and OnGuard

Last Modified on 12/28/2021 1:32 pm EST

## Product Name

NetDVMS/RC-C, SkyPoint 2.0, and OnGuard

## General Information

When using a NetDVMS or RC-C recorder with an Axis Encoder, if the Axis Encoder is disconnected, Alarm Monitoring will indicate the lost connections to the corresponding cameras correctly. Approximately 2 minutes later, Alarm Monitoring will briefly (and incorrectly) identify those cameras as having been reconnected. Within a few seconds, the correct (disconnected) status will once again be reflected. This is a recorder limitation.

The sequence of alerts from the NetDVMS/RC-C recorder will typically follow this pattern for a given camera when the Axis Encoder is disconnected:

1. [t0] Not Responding
2. [t0 + 120s] Responding
3. [t0 + 121s] Disabled
4. [t0 + 122s] Enabled
5. [t0 + 127s] Not Responding

## Applies To

OnGuard (All versions)

## Additional Information

---