

# Why am I not receiving proper camera status from RC-C when Axis Encoder is disconnected, video cable is disconnected and the Axis encoder is reconnected?

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## Symptom

Customer does not receive proper camera status from RC-C when Axis Encoder is disconnected, video cable is disconnected, and the Axis encoder is reconnected.

## Resolution

When using a NetDVMS or RC-C recorder with an Axis Encoder, it is possible that the camera status will not be reported properly in Alarm Monitoring. If the video cable that connects an analog camera to the Axis Encoder is disconnected while the Axis Encoder is offline or powered off, the camera will appear to be online in Alarm Monitoring when the Axis Encoder is brought back online or powered on. This is a recorder limitation.

## Applies To

OnGuard (All versions)

## Additional Information

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