

Unable to view video that is older than 8 hours

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Symptom

Cannot view video older than 8 hours.

Resolution

Starting with OnGuard 7.4 Update 1, OnGuard 7.5 Update 1, and OnGuard 7.6, there is a new added “Time-limited recorded video only” permission. This function is globally selected, meaning it is set by default and it would be set for the region, under that user group. The time is configured in **System Options > Video Options**, and its default value is 480 minutes.

Permissions Control Device Groups

☒ ☐ Compare

Permission	Icon
Monitor	
Video	
Live video	
Time-limited recorded video only	
Recorded video	
Export video	
Video search	
Max channel count	
Camera lookup includes all monitor zones	
Two-way audio	
Control	

Enable **ONLY** this permission if you want access to recorded video to be time-limited.

Enable this permission if you don't want there to be any time restriction on recorded video.

Applies To

OnGuard 7.4 Update 1, OnGuard 7.5 Update 1, and OnGuard 7.6 and later

Additional Information