



Embedded Video Storage

FAQ Manual



Foreword

This manual mainly provides solutions and operation guidance for common device failures, parameter setting questions, usage errors and other issues encountered in the actual use environment.

The description in this document needs to be analyzed in combination with the actual on-site equipment and is not the only solution. If you have any questions, please contact technical support for more help.

Safety Instruction

The following signal words might appear in the manual.

Signal Words	Meaning
 CAUTION	Indicates a potential risk which, if not avoided, could result in property damage, data loss, reductions in performance, or unpredictable results.
 TIPS	Provides methods to help you solve a problem or save time.
 NOTE	Provides additional information as a supplement to the text.

Revision History

Version	Revision Content	Release Time
V1.0.0	First release.	December 2024

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1 Problems related to devices

1.1 Single-Controller devices keep restarting

Problem

Single-controller devices keep restarting. The network is occasionally reachable by ping, but at times it is not reachable.

Possible Causes

- There is an error disk in the hard disk.
- The power module is damaged.

Solutions

1. Check if there is an error disk.
 - Log in to the webpage.
 - Select **Event** > **Exception**, and then enable hard disk error alarm and configure the alarm type.
 - Check if there is an error disk. If the hard disk status indicator is solid red, replace the error disk. Otherwise, proceed with the following steps.
2. Check whether the issue is solved.

If the issue cannot be solved, please contact technical support for more help.

1.2 Dual-Controller devices keep restarting

Possible Causes

- The network cables of the dual-controller devices are incorrectly connected.
- The power module of one controller in a dual-controller device is damaged.

Solutions

1. Plug the device network cable into the data network port and check whether the issue is solved.

If the issue has been solved, the issue will be closed. Otherwise, proceed with the following steps.
2. Check whether the power module of a single controller in the dual-controller device is damaged.
 - a. Unplug any of the power controllers and power cords to check if the issue is solved. If the issue has been solved, the issue will be closed.. Otherwise, proceed with the following steps.
 - b. After the unplugged power controller and power cord are properly installed, unplug the other power controller and power cord.
3. Check whether the issue is solved.

If the issue has been solved, it indicates that the power controller is abnormal. Please reinstall or replace the power controller. Otherwise, please contact technical support for more help.

1.3 The system prompts that there is no disk when you log in to the webpage after installing the disk

Problem

A hard disk has been installed on the device. When you log in to the webpage of the device, the device prompts that there is no disk.

Possible Causes

- Disk installation error.
- There are no idle RAID disks or single disks.

Solutions

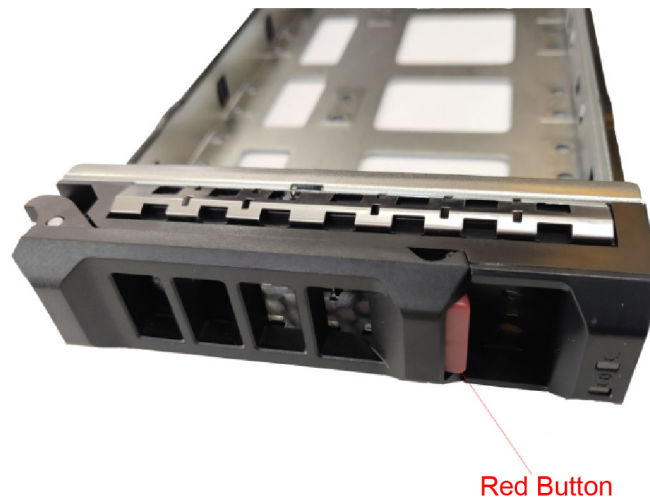
1. Reinstall the disk.



The following figures are for reference only and might differ from the actual produce.

- a. Press the red button on the disk tray to unlock the handle.

Figure 1-1 Open the handle



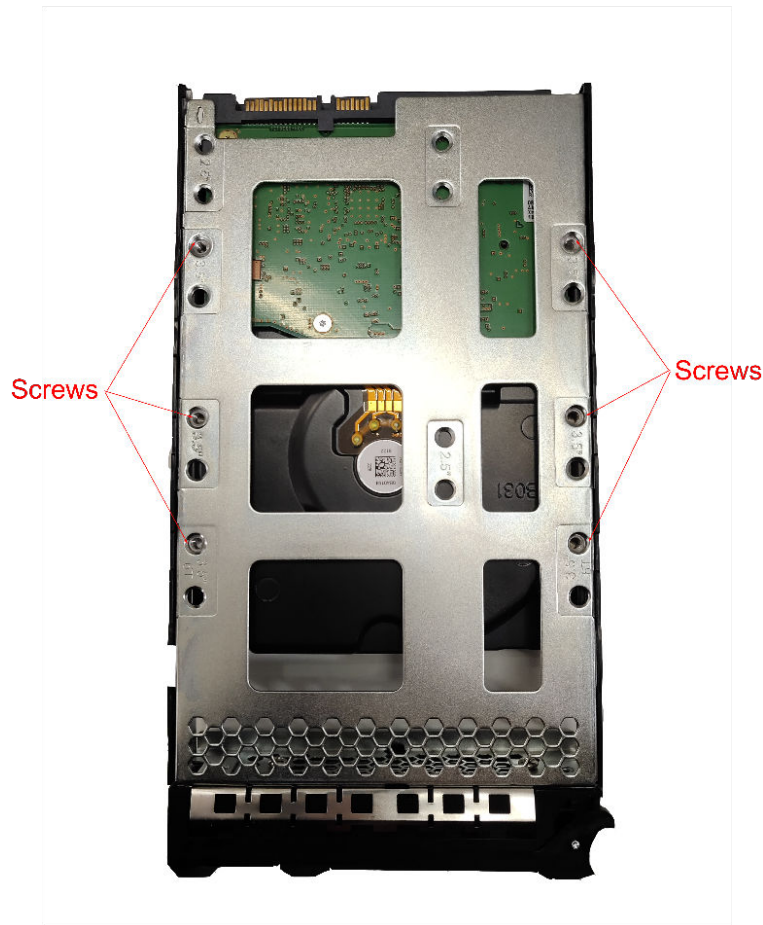
- b. Pull out the empty disk tray.

Figure 1-2 Disk tray



- c. Put the disk into the disk tray and fasten the screws at the bottom of the tray.

Figure 1-3 Fasten the screws



- d. Insert the disk tray into the HDD slot, push it to the bottom and lock the handle.
- e. Check whether the issue is solved.

If the issue has been solved, the issue will be closed.. Otherwise, proceed with the following steps.

2. Check whether all RAID disks or single disks are configured as storage pools.

Select **IPSAN > Storage Pool**, and then check whether all RAID disks or single disks are set as storage pools. If so, delete the storage pool or insert a new disk as needed.

- Click  to delete storage pools.



Deleting a storage pool will delete all corresponding data. Please be advised.

- If there is an idle disk slot, correctly insert the new disk into the idle disk slot of the device.

3. Check whether the issue is solved.

If the issue has been solved, the issue will be closed. Otherwise, please contact technical support for more help.

1.4 The device's disk is full and cannot be enabled

Problem

The device is full and cannot be enabled.

Possible Causes

Insufficient power supply.

Solutions

1. Remove all assembled disks and check whether the device can start.

If so, add disks one by one according to actual needs.

2. Check whether the issue is solved.

If the issue has been solved, the issue will be closed. Otherwise, please contact technical support for more help.

1.5 What is the number of RAID 5 disks that the EVS70 series support

There is no limit to the number of disks in the RAID5 created by the EVS70 series. To ensure performance, we recommend using a RAID combination of 3, 5 and 9.

1.6 Does the device support storage quota functionality

The device does not support storage quota functionality and cannot allocate space for different channels on the same hard drive. However, it supports setting up drive groups for each channel.

1.7 Does the device support main and sub stream recording

Yes. The device supports simultaneous recording of main and sub streams. However, to ensure performance, we recommend that the total number of recording channels for main and sub streams does not exceed 512.

1.8 Does the device support redundant recording functionality

Yes. The device supports redundant recording of main and sub streams.

1.9 What is the number of storage pools and shared folders that the device support

The device supports the creation of 32 storage pools and 512 shared folders.

2 Problems Related to Display

2.1 Devices cannot display the login page

Problem

The device is connected correctly, but the login page cannot be displayed.

Possible Causes

- The IP address is incorrect.
- The HTTP port number is incorrect.

Solutions

1. Use the computer to ping the device to check whether it can be pinged successfully.

If ping fails, use the Dahua Quick Configuration Tool to confirm whether the IP address is correct. If it is incorrect, enter the correct IP address.



Dahua Quick Configuration Tool can be downloaded from the Dahua official website.

Check whether the issue is solved. Otherwise, proceed with the following steps.

2. Check whether the HTTP port number has been changed. The default port number is 80.

If the port number is changed, please change it to 80.

3. Check whether the issue is solved.

If the issue has been solved, the issue will be closed. Otherwise, please contact technical support for more help.

2.2 How to unlock a locked device account

Unlock the device by powering off and restarting it, or wait for 30 minutes for the device to automatically unlock.

2.3 When you log in to the device, the main connection fails

Problem

When logging in to the device, the page prompts that the main connection failed.

Possible Causes

The computer IP address is set to the access blocklist.

Solutions

1. Switch to another computer to log in.
2. Select **Setup > Security > IP Filter**.

Check whether the IP address of the computer that you log in last time is set to the access blacklist. If so, delete the computer IP from the blacklist.

3. Check whether the issue is solved.

If the issue has been solved, the issue will be closed. Otherwise, please contact technical support for more help.

2.4 What is the maximum number of device connections

The maximum number of device connections is 128.

2.5 The device is successfully connected to the camera, but the live video page displays a black screen

Problem

The device is connected to the camera successfully, and the video can be found on the playback page, but the live video page displays a black screen.

Possible Causes

The webpage decoding does not support the camera encoding format.

Solutions

1. Delete the webrec folder under the custom installation location of the plug-in, and log in to the webpage again to download the plug-in.



Default download path: C:\Program Files (X86).

2. Check whether the issue is solved.

If the issue has been solved, the issue will be closed. Otherwise, please contact technical support for more help.

2.6 The device live video prompts that there is no permission

Problem

When you log in to the webpage, the live video prompts that there is no permission.

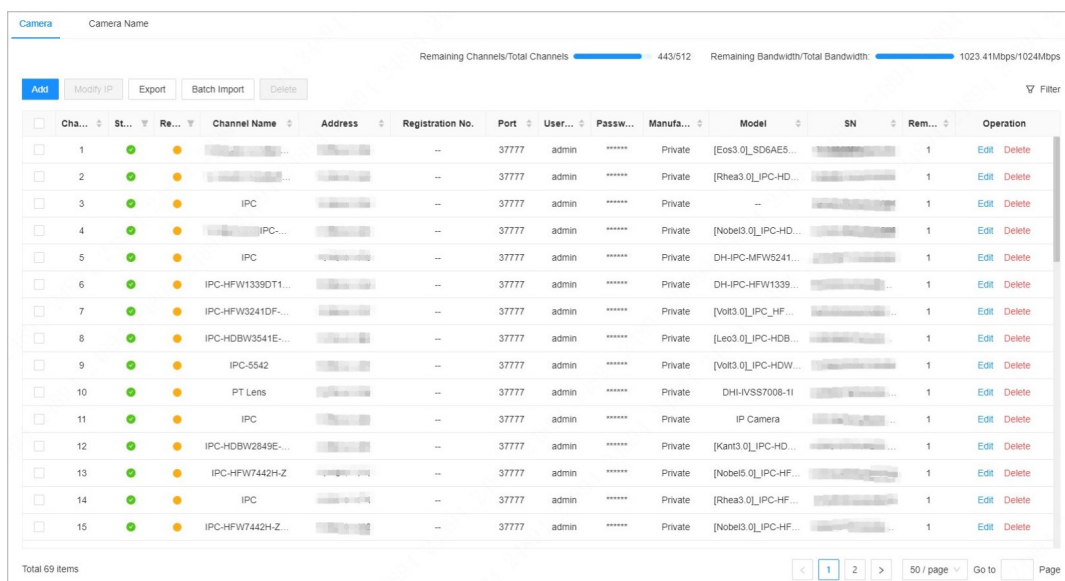
Possible Causes

IP addresses of multiple cameras conflict.

Solutions

1. Check whether there are any IP address conflicts among the cameras that have been added.
 - a. Click  on the settings page and select **Device** to check whether there are IP conflicts among multiple cameras.

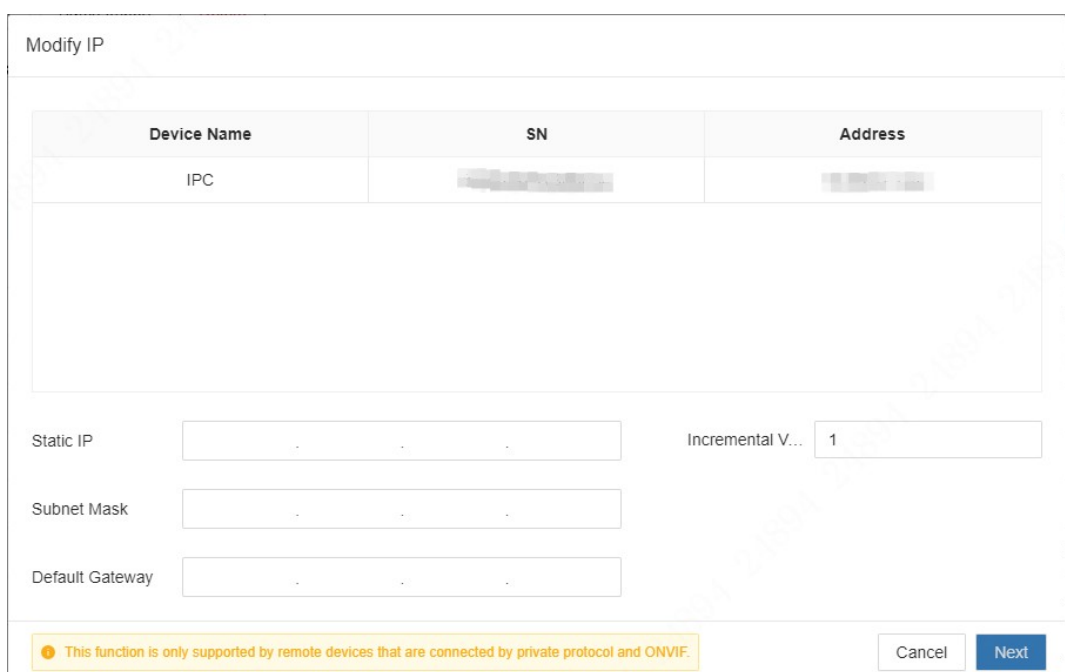
Figure 2-1 Device management



Channel	Status	Registration No.	Port	User	Password	Manufacturer	Model	SN	Rem...	Operation
1	Online	...	37777	admin	*****	Private	[Eos3_0]_SD6AE5...	...	1	Edit Delete
2	Online	...	37777	admin	*****	Private	[Rhea3_0]_IPC-HD...	...	1	Edit Delete
3	Online	...	37777	admin	*****	Private	...	...	1	Edit Delete
4	Online	...	37777	admin	*****	Private	[Nobel3_0]_IPC-HD...	...	1	Edit Delete
5	Online	...	37777	admin	*****	Private	DH-IPC-MFW5241...	...	1	Edit Delete
6	Online	...	37777	admin	*****	Private	DH-IPC-HFW1339...	...	1	Edit Delete
7	Online	...	37777	admin	*****	Private	[Volt3_0]_IPC_HF...	...	1	Edit Delete
8	Online	...	37777	admin	*****	Private	[Leo3_0]_IPC-HDB...	...	1	Edit Delete
9	Online	...	37777	admin	*****	Private	[Volt3_0]_IPC-HDW...	...	1	Edit Delete
10	Online	...	37777	admin	*****	Private	DHI-IVSS7008-11	...	1	Edit Delete
11	Online	...	37777	admin	*****	Private	IP Camera	...	1	Edit Delete
12	Online	...	37777	admin	*****	Private	[Kant3_0]_IPC-HD...	...	1	Edit Delete
13	Online	...	37777	admin	*****	Private	[Nobel5_0]_IPC-HF...	...	1	Edit Delete
14	Online	...	37777	admin	*****	Private	[Rhea3_0]_IPC-HF...	...	1	Edit Delete
15	Online	...	37777	admin	*****	Private	[Nobel3_0]_IPC-HF...	...	1	Edit Delete

- b. If there is a conflict, select the remote device and click **Modify IP**.

Figure 2-2 Modify the IP address (1)



Device Name	SN	Address
IPC	...	...

Static IP:

Subnet Mask:

Default Gateway:

Incremental Value:

This function is only supported by remote devices that are connected by private protocol and ONVIF.

Cancel Next

- c. Enter the **Static IP Address**, **Subnet Mask**, **Gateway** and **Incremental Value**.



- The **Incremental Value** setting is only required when modifying multiple remote devices at the same time. The system increments the fourth digit of the IP address according to the set incremental value and assigns IP addresses to the selected remote devices in sequence.
- When you modify static IP, if there is an IP conflict, the system will prompt IP conflict information. When modifying IP in batches and there is an IP conflict, the system will automatically skip the conflicting IP and re-allocate it according to the incremental amount.

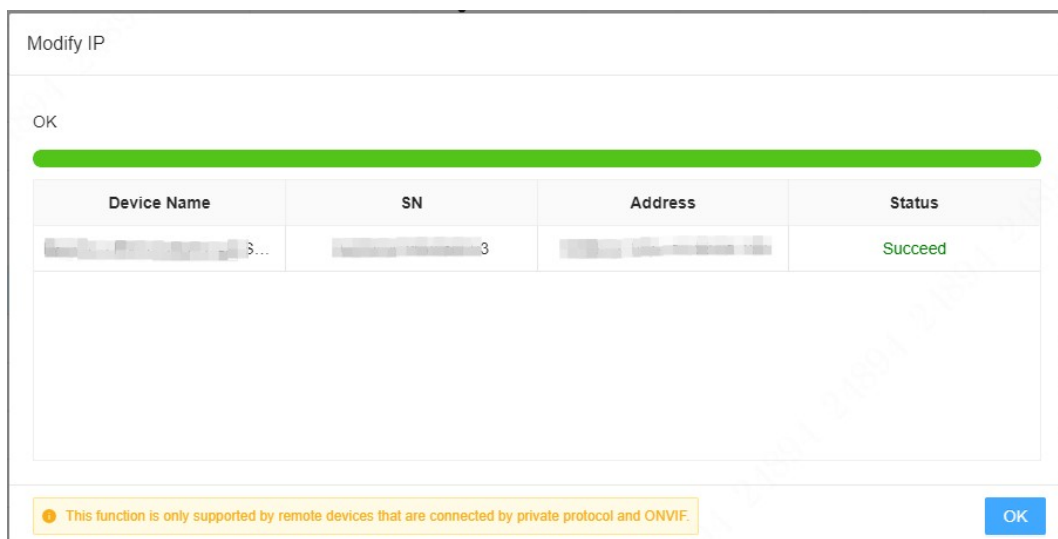
d. Enter the user name and password of the remote device.



When you modify multiple devices at the same time, make sure the user name and password are the same for all remote devices.

e. Click **Next** to view the modification results.

Figure 2-3 Modify the IP address (2)



Modify IP

OK

Device Name	SN	Address	Status
XXXXXXXXXX-3...	XXXXXXXXXX-3	XXXXXXXXXX-3	Succeed

This function is only supported by remote devices that are connected by private protocol and ONVIF.

OK

f. Click **OK** to complete the modification.

2. Check whether the issue is solved.

If the issue has been solved, the issue will be closed. Otherwise, please contact technical support for more help.

2.7 After you add a camera to the device, the image is found to be inconsistent with the actual image of the camera

Problem

After you add a camera to the device, the image is found to be inconsistent with the actual image of the camera.

Possible Causes

There is an IP address conflict between the camera and the device.

Solutions

1. Check whether there are any IP address conflicts among the cameras that have been added.
 - a. Click on the settings page and select **Device** to check whether there are IP conflicts among multiple cameras.

Figure 2-4 Device management

Cha...	St...	Re...	Channel Name	Address	Registration No.	Port	User...	Passw...	Manufa...	Model	SN	Rem...	Operation
1	●	●			--	37777	admin	*****	Private	[Eos3_0]_SD6AE5...		1	Edit Delete
2	●	●			--	37777	admin	*****	Private	[Rhea3_0]_IPC-HD...		1	Edit Delete
3	●	●	IPC		--	37777	admin	*****	Private			1	Edit Delete
4	●	●	IPC...		--	37777	admin	*****	Private	[Nobel3_0]_IPC-HD...		1	Edit Delete
5	●	●	IPC		--	37777	admin	*****	Private	DH-IPC-MFW5241...		1	Edit Delete
6	●	●	IPC-HFW1339DT1...		--	37777	admin	*****	Private	DH-IPC-HFW1339...		1	Edit Delete
7	●	●	IPC-HFW3241DF...		--	37777	admin	*****	Private	[Volt3_0]_IPC_HF...		1	Edit Delete
8	●	●	IPC-HDBW3541E...		--	37777	admin	*****	Private	[Leo3_0]_IPC-HDB...		1	Edit Delete
9	●	●	IPC-5542		--	37777	admin	*****	Private	[Volt3_0]_IPC-HDW...		1	Edit Delete
10	●	●	PT Lens		--	37777	admin	*****	Private	DHI-IVSS7008-1I...		1	Edit Delete
11	●	●	IPC		--	37777	admin	*****	Private	IP Camera		1	Edit Delete
12	●	●	IPC-HDBW2849E...		--	37777	admin	*****	Private	[Kant3_0]_IPC-HD...		1	Edit Delete
13	●	●	IPC-HFW7442H-Z		--	37777	admin	*****	Private	[Nobel5_0]_IPC-HF...		1	Edit Delete
14	●	●	IPC		--	37777	admin	*****	Private	[Rhea3_0]_IPC-HF...		1	Edit Delete
15	●	●	IPC-HFW7442H-Z		--	37777	admin	*****	Private	[Nobel3_0]_IPC-HF...		1	Edit Delete

- b. If there is a conflict, select the remote device and click **Modify IP**.

Figure 2-5 Modify the IP address (1)

Modify IP

Device Name	SN	Address
IPC		

Static IP

Subnet Mask

Default Gateway

Incremental V...

1

This function is only supported by remote devices that are connected by private protocol and ONVIF.

Cancel

Next

- c. Enter the **Static IP Address**, **Subnet Mask**, **Gateway** and **Incremental Value**.



- The **Incremental Value** setting is only required when modifying multiple remote devices at the same time. The system increments the fourth digit of the IP address according to

the set incremental value and assigns IP addresses to the selected remote devices in sequence.

- When you modify static IP, if there is an IP conflict, the system will prompt IP conflict information. When modifying IP in batches and there is an IP conflict, the system will automatically skip the conflicting IP and re-allocate it according to the incremental amount.

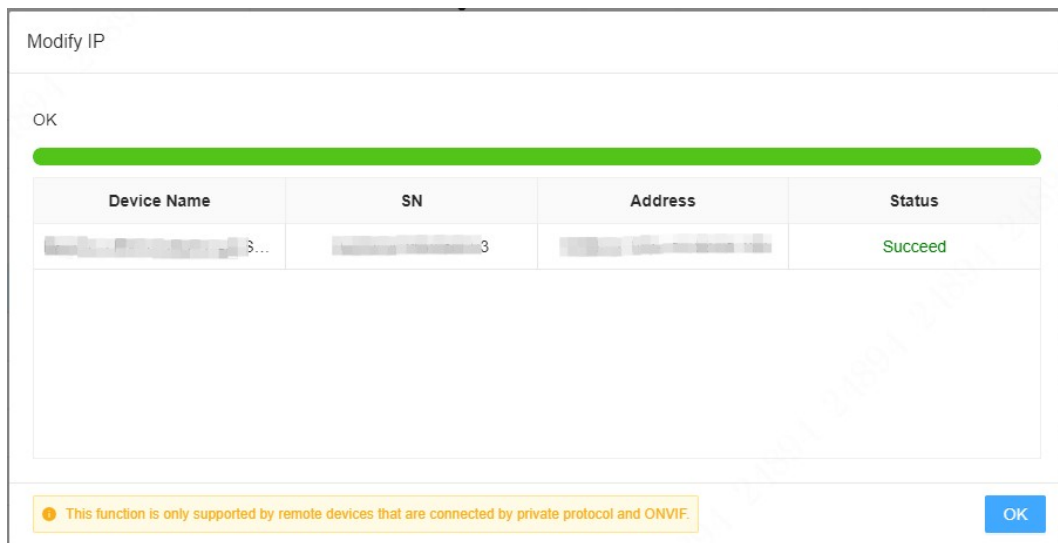
d. Enter the user name and password of the remote device.



When you modify multiple devices at the same time, make sure the user name and password are the same for all remote devices.

e. Click **Next** to view the modification results.

Figure 2-6 Modify the IP address (2)



Device Name	SN	Address	Status
3...	3		Succeed

ⓘ This function is only supported by remote devices that are connected by private protocol and ONVIF.

OK

f. Click **OK** to complete the modification.

2. Check whether the issue is solved.

If the issue has been solved, the issue will be closed. Otherwise, please contact technical support for more help.

2.8 There is a lag in the device live video page and playback

Problem

The device has playback lags during live or playback, and the page is slow to respond.

Possible Causes

Network exception.

Solutions

1. Log in to the IPC's webpage terminal and check if there is any lag in the live video page of the IPC.

If it exists, the network is abnormal. Please check the network problem.

2. Check whether the issue is solved.

If the issue has been solved, the issue will be closed. Otherwise, please contact technical support for more help.

2.9 Does the device playback support search in seconds

The device supports instant playback. Enter a specific time node and the image will start playing back from that time.

2.10 The device live video page is normal, but there is no recording progress bar

Problem

The device live video page is normal, but there is no recording progress bar.

Possible Causes

- There is no disk or the disk connection is wrong.
- The recording plan is not enabled.
- There is no idle RAID disk or single disk as a recording disk.
- The control installation failed.

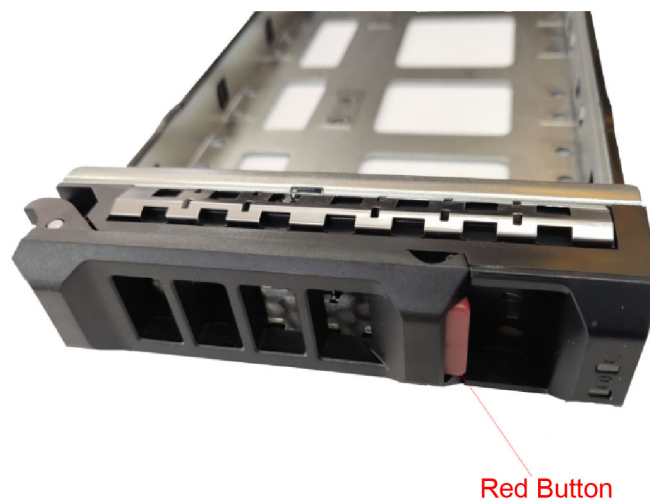
Solutions

1. Check whether the disk is connected. If not, install the disk; if it is connected and the indicator light on the front of the device is not on, reinstall the disk.

The following figures are for reference only and might differ from the actual produce.

- a. Press the red button on the disk tray to unlock the handle.

Figure 2-7 Open the handle



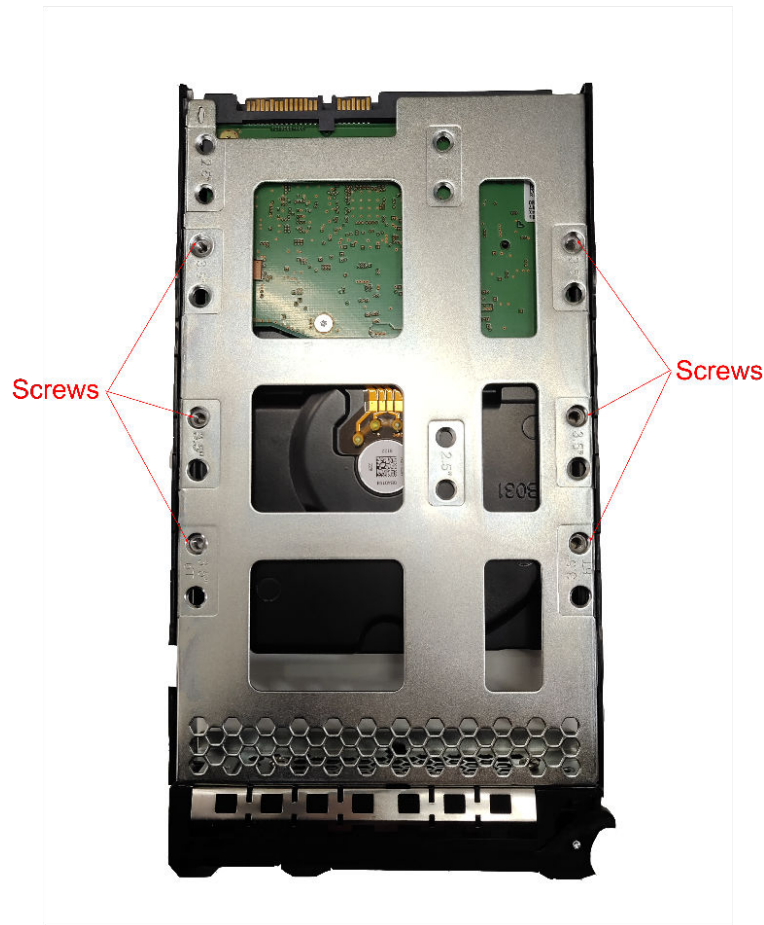
- b. Pull out the empty disk tray.

Figure 2-8 Disk tray



- c. Put the disk into the disk tray and fasten the screws at the bottom of the tray.

Figure 2-9 Fasten the screws



- d. Insert the disk tray into the HDD slot, push it to the bottom and lock the handle.
- e. Check whether the issue is solved.

If the issue has been solved, the issue will be closed. Otherwise, proceed with the following steps.

2. Check whether the recording plan is enabled. If not, enable the recording plan.
 - a. Select **Direct Storage** > **Record Control**.
 - b. Check whether the issue is solved. If the issue has been solved, mark it as completed. Otherwise, proceed with the following steps.
3. Check whether all RAID disks or single disks are configured as storage pools.

Select **IPSAN** > **Storage Pool**, and then check whether all RAID disks or single disks are set as storage pools. If so, delete the storage pool or insert a new disk as needed.

- Click  to delete storage pools.



Deleting a storage pool will delete all corresponding data. Please be advised.

- If there is an idle disk slot, correctly insert the new disk into the idle disk slot of the device. If the issue has been solved, mark it as completed. Otherwise, proceed with the following steps.
4. Delete the download control and reinstall it.
 5. Check whether the issue is solved.

If the issue has been solved, the issue will be closed. Otherwise, please contact technical support for more help.

2.11 The device recording function is normal, but the recording progress bar is discontinuous

Problem

The device recording function is running normally, but the recording progress bar is discontinuous.

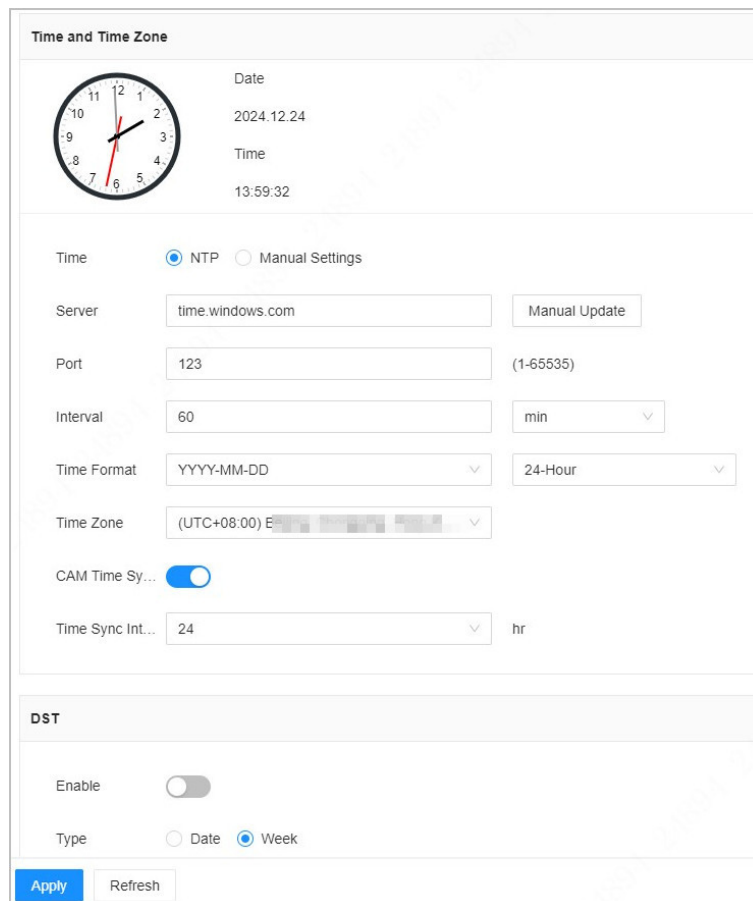
Possible Causes

- The device syncs time during recording.
- The camera is disconnected from the network.
- Hot swappable disks.

Solutions

1. Check if there is a pattern in the missing progress bar of the video recording.
For example, the progress bar will be missing a section every hour.
If so, we recommend changing the time synced to 24-hour format or longer.
a. Select **Setup** > **General** > **Date Setting**.

Figure 2-10 NTP Time Sync



- b. Configure the NTP time update time as required.

- c. Check whether the issue is solved.

If the issue has been solved, mark it as completed. Otherwise, proceed with the following steps.

2. Check whether the discontinuity of the recording progress bar is irregular.

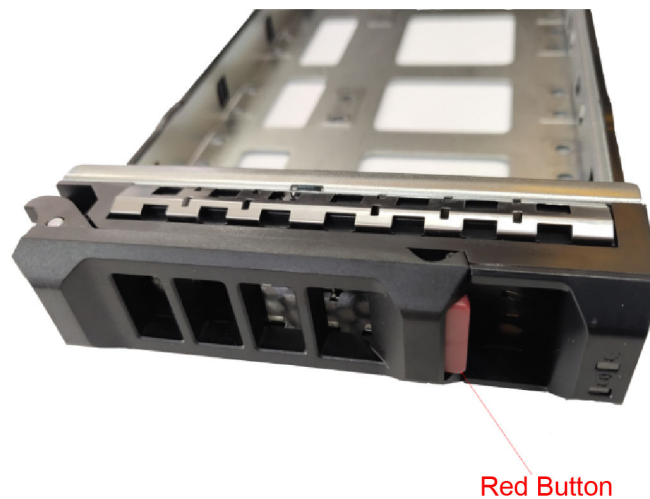
If so, reconnect the camera and ensure the network is normal.

3. Check whether all channels are disconnected frequently and irregularly.

If so, we recommend reinstalling the disk.

- a. Press the red button on the disk tray to unlock the handle.

Figure 2-11 Open the handle



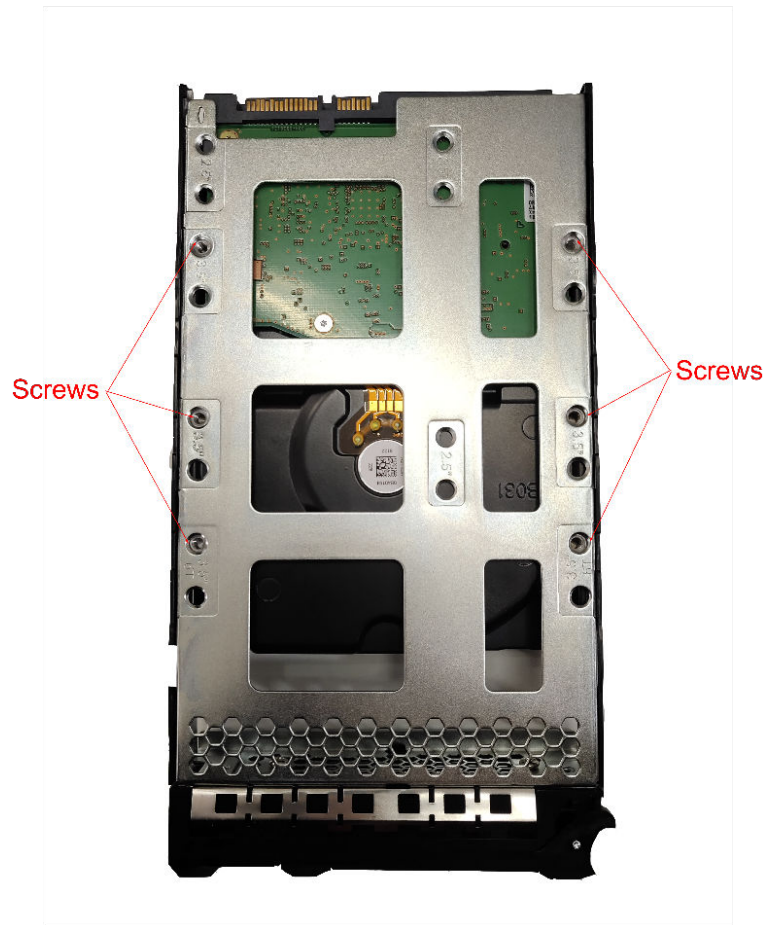
- b. Pull out the empty disk tray.

Figure 2-12 Disk tray



- c. Put the disk into the disk tray and fasten the screws at the bottom of the tray.

Figure 2-13 Fasten the screws



- d. Insert the disk tray into the HDD slot, push it to the bottom, and then lock the handle.
4. Check whether the issue is solved.

If the issue has been solved, the issue will be closed. Otherwise, please contact technical support for more help.

3 Problems Related to Connectivity

3.1 Does the device support obtaining the camera channel names

Yes. The device supports obtaining channel names from IPCs connected via Dahua's proprietary protocol.

3.2 Does the device support viewing camera recordings by channel name during playback

Yes. When the device is playing back, the device supports selecting the IPC to be played back by channel name.

3.3 Failed to connect to the third-party device via ONVIF

Problem

Failed to connect to the third-party device via ONVIF.

Possible Causes

- Device connection error.
- Wrong protocol selection.

Solutions

1. Check whether the device can ping the third-party device.
 - If the ping fails, check whether the network connection between devices is correct.
 - If the issue has been solved, the issue will be closed. Otherwise, proceed with the following steps.
2. Check the third-party device type.
 - When the connected device is a third-party camera, select ONVIF protocol connection and enter the correct user name and password.
 - When the connected device is a third-party DVR, select third-party private protocol connection and enter the correct user name, password and port number.
3. Check whether the issue is solved.

If the issue has been solved, the issue will be closed. Otherwise, please contact technical support for more help.

3.4 What types of alarms does ONVIF support when connected to IPC

Supports obtaining motion detection alarms and external alarms.

3.5 What types of DVRs does the device support

The device supports analog DVR, digital DVR and hybrid DVR.

3.6 Can the device search for cameras all at once

The device can only find cameras that are in the same subnet as the default network card when searching for cameras.

3.7 Does the device support SVAC access

Yes.

3.8 Does the device support MJPEG decoding

Yes, the device supports MJPEG web decoding.

3.9 Does the device support batch adding of cameras

Yes, the device supports adding multiple cameras of the same type with consecutive IP addresses at once.

3.10 What is the performance of the device when the device connected to the third-party IPCs

Compared to the performance of third-party IPCs connected using Dahua's private protocol, the performance of third-party IPCs connected using the standard ONVIF protocol is 85% of that.

4 Problems Related to Networking

4.1 Does the device support NICs bonding in pairs

Yes. The EVS70 series supports multiple NIC bonding, and the NICs can be combined in any configuration.

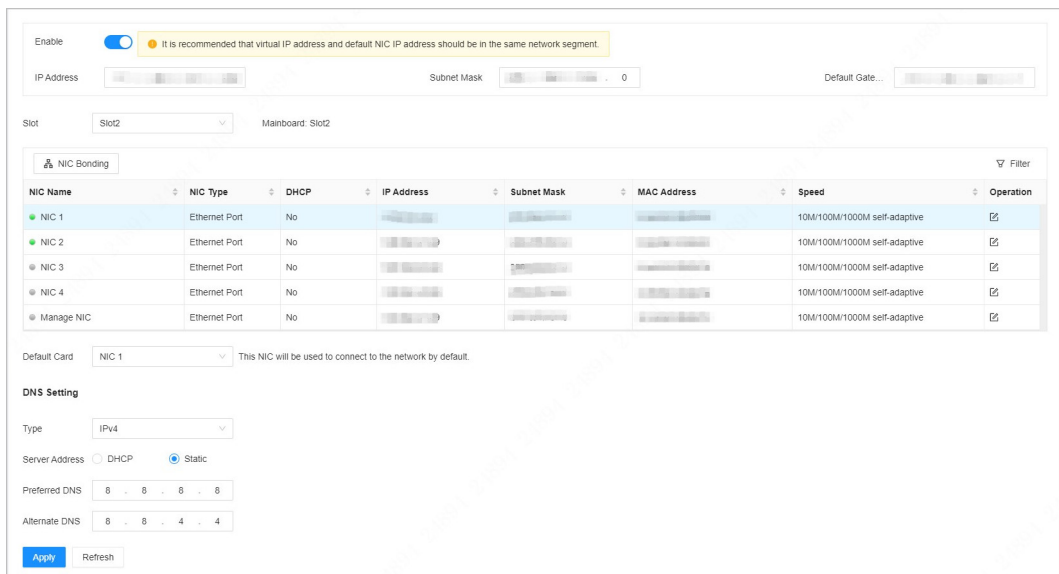
4.2 How to check the IP addresses of the NICs

On the webpage, click  on the settings page, select **Network**, and then view the IP addresses of each network card.



Click  to select the network card parameter items you want to display.

Figure 4-1 TCP/IP



Enable ☒ It is recommended that virtual IP address and default NIC IP address should be in the same network segment.

IP Address Subnet Mask Default Gate...

Slot Mainboard: Slot2

☒ NIC Bonding Filter

NIC Name	NIC Type	DHCP	IP Address	Subnet Mask	MAC Address	Speed	Operation
NIC 1	Ethernet Port	No				10M/100M/1000M self-adaptive	
NIC 2	Ethernet Port	No				10M/100M/1000M self-adaptive	
NIC 3	Ethernet Port	No				10M/100M/1000M self-adaptive	
NIC 4	Ethernet Port	No				10M/100M/1000M self-adaptive	
Manage NIC	Ethernet Port	No				10M/100M/1000M self-adaptive	

Default Card This NIC will be used to connect to the network by default.

DNS Setting

Type

Server Address ☐ DHCP ☒ Static

Preferred DNS

Alternate DNS

Apply Refresh

ENABLING A SMARTER SOCIETY AND BETTER LIVING

ZHEJIANG DAHUA VISION TECHNOLOGY CO., LTD.

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