

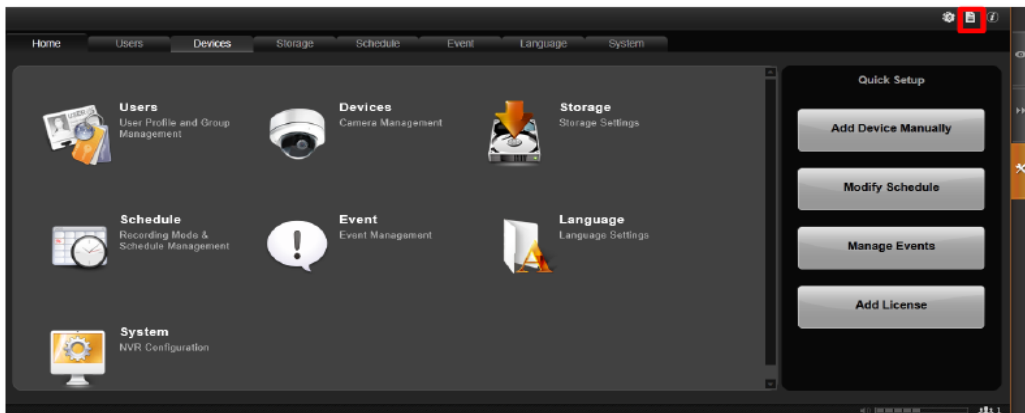
How to Fix Recording Gap

In case you find gaps in the recorded video, please follow the steps below to troubleshoot the cause and solve this issue.

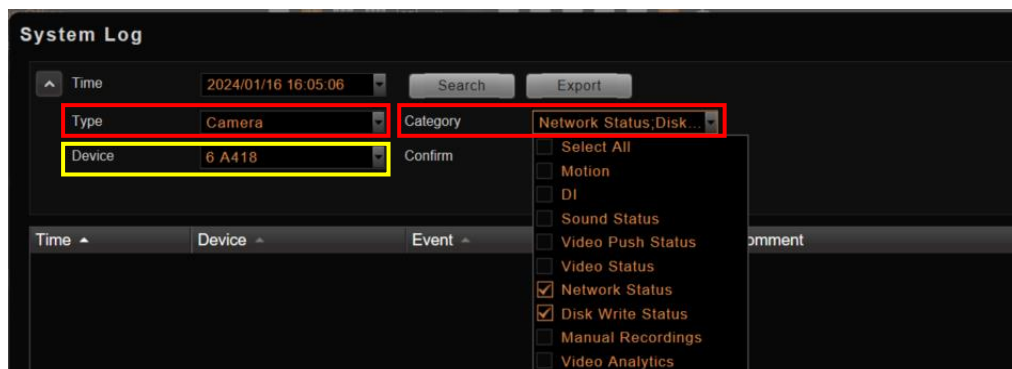
How to Fix Gaps in Recorded Video

A. Check the Length of the Gap

- If the length of the gap is longer than 2-3 minutes, please check the network status of the camera which has this issue. The camera might have a power issue which is causing it to restart, and thereby causing the gap.
- If the length of the gap is less than 2 minutes
 1. Click the System Log button on the upper-right corner of the NVR server user interface to enter the search window.

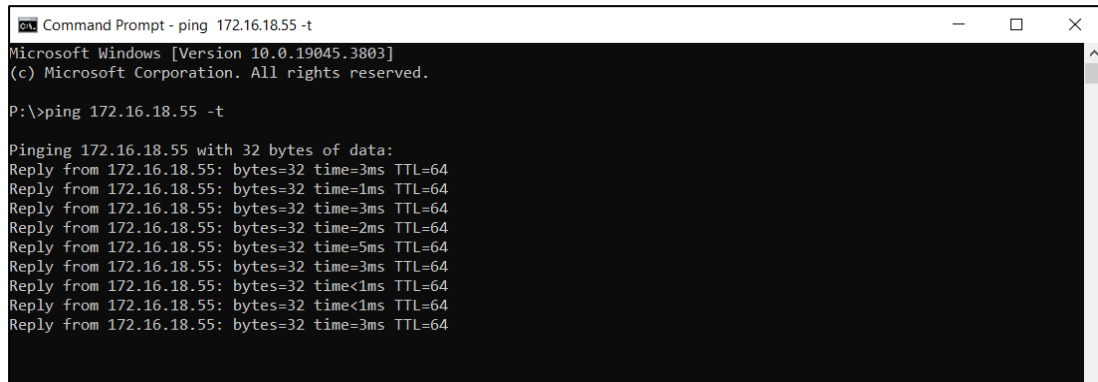


2. On the Type list, select “Camera”; on Category, select “Network Status, Disk Write Status”. Then, on the Device list, select the camera which has the recording gap.



B. Find “Network Loss” and “Network Recover”

1. In the Windows OS, open the Command Prompt and type “ping IP address -t” to check the network performance. If you keep seeing the time over 10ms, the network environment may be causing the recording gap.



```
Command Prompt - ping 172.16.18.55 -t
Microsoft Windows [Version 10.0.19045.3803]
(c) Microsoft Corporation. All rights reserved.

P:\>ping 172.16.18.55 -t

Pinging 172.16.18.55 with 32 bytes of data:
Reply from 172.16.18.55: bytes=32 time=3ms TTL=64
Reply from 172.16.18.55: bytes=32 time=1ms TTL=64
Reply from 172.16.18.55: bytes=32 time=3ms TTL=64
Reply from 172.16.18.55: bytes=32 time=2ms TTL=64
Reply from 172.16.18.55: bytes=32 time=5ms TTL=64
Reply from 172.16.18.55: bytes=32 time=3ms TTL=64
Reply from 172.16.18.55: bytes=32 time=1ms TTL=64
Reply from 172.16.18.55: bytes=32 time<1ms TTL=64
Reply from 172.16.18.55: bytes=32 time=3ms TTL=64
```

C. Find “Disk Write Failure” and “Disk Write Available”

It means that the HDD recycle performance is not enough. Please follow the steps below to solve the issue.

1. Go to **Setup > Storage > Reserved Space (GB)**. It is suggested that **10% of the disk capacity** be set as **Reserved Space**.
2. Please make sure you are using Enterprise Class HDD for storage.