

## A Freedom Client or Master Server (DVR-1) cannot view cameras from another Freedom Server Recorder

### Resolution: Try the following one at a time.

1. Restart the Freedom Server **Software** on the Freedom Recorder you cannot see the cameras from.
2. Restart the PC on the Freedom Recorder you cannot see the cameras from.
3. Restart the network switch connecting both PCs by unplugging the power, wait around 20 seconds then plug power back in.

## Some cameras are not appearing on Live view monitor and you checked device connection settings are correct.

### Resolution:

1. Click the Dis-connect button, wait a few seconds, then click the 'CONNECT' button again, or manually try dragging cameras in.
2. Try viewing the camera/s in 'sub-stream' , by 'right clicking' over camera name in list and choosing 'sub-stream'.
3. Make sure the User has privileges to view cameras, both on the local Freedom software and the remote recorder.
4. If a KVM switch is present make sure the KVM is set to the correct input corresponding to the DVR.
5. Make sure you don't have multiple instances of the Client software running.
6. If the all cameras appear on the local 'Server' but only 'some' appear on the remote Client or 'Slave Server' and you have performed a '*camera list synchronization*' and checked User has rights to view cameras, The capture card driver may **not** be up-to-date, you must make sure each capture card has version V2.5 drivers installed.

## Cameras are on Live view monitor or are moving very slowly

### Resolution:

1. This may indicate there are too many cameras being displayed and the PC's CPU limit is being exceeded, try reducing the number of cameras being displayed.
2. Try switching to sub-stream, by right clicking over the camera name in the device list and choosing 'Sub-stream'.
3. This may indicate a network bandwidth, bottleneck or network switch issue, try restarting the switch & turning off power saving. This can also be caused by either a slow non-gigabit switch, or by daisy chaining too many switches together. Remember, when network switches are daisy chained together each switch down the line must push through not only the traffic from devices directly connected to it, but also the entire bandwidth of all the switches up the line of switches, and this last switch must also be capable of pushing through all this data in a short period of time without delay. This performance metric is often referred to as the switches 'forwarding rate'.

## In Playback black holes appear in timeline, that aren't present on local DVR

1. When playing back cameras from one of the following models OM1008S, OM1004S, OM1516, OM1616, OM1204/08, black holes appear at random locations in the timeline that are not present on the local DVR.
2. Resolution
3. Upgrade to Freedom VMS software to V3.4.1.071 or higher, or upgrade the firmware on the recorder to the latest version using the 'RecUpgrade' tool.

## When viewing cameras, the video image appears distorted, muddy or out of focus.

### Resolution:

1. Your Freedom software maybe configured to display the lower quality 'sub-stream' to save bandwidth or CPU resources when viewing HD cameras, try switching to mainstream.
2. The encoding setting for MD (motion detection) or main stream may not be configured correctly.
3. Some model devices produce poor image quality when set to VBR, in encoding config, try changing the bitrate type to CBR.
4. If after checking you are viewing the 'main' stream & the encoding settings are correct (on all 3 stream types) the camera may need to be re-focused.

## I cannot connect to (or add) a Freedom Server or IP camera from a Client or Server acting as a Client (Master Server) even though you can ping the network address.

### Resolution:

- Try restarting the server that you cannot connect to, also Try restarting Freedom software on the current PC.
- Temporarily disable Windows firewall and try again if it works you need to re-apply firewall exceptions to remote server.
- Check all the IP settings on each device again, you can also try restarting the network switch.
- Temporarily unplug remote device from network, then try PINGing the device IP address (confirm no duplicate IP on network)
- If this doesn't work there may be an issue with the cable, try another cable direct to device.

## When navigating to Playback from 'Live view' screen you notice a large delay before the Playback screen opens.

**Resolution:** This often indicates a corrupt or faulty recording hard disk drive, this is a serious issue.

You will usually see some form of HDD error in the Freedom logs and/or the 'Windows System' logs.

1. Using 'Freedom Disk Manager', try removing the effected HDD from the 'Allocated disks' list, then re-add the same drive, which forces an 'index' rebuild and see if this fixes the issue, if it does, this drive should be monitored to see if this issue re-occurs, if so a technician should be actioned to replace the drive as soon as possible, your recording retention period will be affected.

## A message appears on screen stating "HDD too busy: drive x".

**Resolution:** This often indicates a corrupt or faulty recording hard disk drive, this can be a serious issue.

You will usually see some form of HDD error in the Freedom logs and/or the 'Windows System' logs (usually system event ID 7,9,11,15,51).

1.(possible temporary fix) Using 'Freedom Disk Manager', try removing the effected HDD from the 'Allocated disks' list, then re-add the same drive, which forces an 'index' rebuild and see if this fixes the issue, if it does, this drive should be monitored to see if this issue re-occurs, if so a technician should be actioned to replace the drive as soon as possible, your recording retention period will be affected.

2. Performing a 'FULL' format may fix the issue, which adds any bad sectors to a 'sector exclusion table': **Warning:** formatting a HDD will erase all footage data.

**Note:** upgrading to the 64bit V3.4.15090 or higher significantly reduces HDD I/O requests.

## As soon as the Freedom software opens I get a message stating 'Please modify System setup. You require permission from Administrator to full control'.

**Resolution:** This is most often caused by the removal or change of the specified save 'path' location. You must check specified save locations are still correct and accessible.

## There is no live video appearing in any of the tiles containing analogue cameras, even though the icon status in the device list are 'green' indicating cameras are being displayed or an error appears like 'Decode failed'.

**Resolution:** If this occurred 'after' using LogMeIn, navigate to the LogMeIn settings menu on the PC un-tick 'use display accelerator', then navigate to 'Device Manager' and un-install the 'LogMeIn Mirror Driver' then restart the PC.

If this did not fix the issue check that 'each' capture card has **2 Hikvision driver nodes** listed under 'Sound & Video' in 'Device Manager'.

Also try re-seating the capture card/s, if this did not fix the issue, one of the capture cards maybe faulty. This issue is sometimes caused in Servers with only 2GB of RAM memory.

## New cameras have been added or renamed, but they are not appearing in the device list of any Clients or Slave Servers.

**Resolution:** You must re-synchronize the camera list on all *Clients* and 'slave Freedom Servers' looking at Freedom Server that has been modified.

## I cannot open a camera by dragging it from an eMap.

**Resolution** 1. The User may not have permission to view the camera.

2. The Hyperlink is no longer valid or configured correctly, this can happen if the device the hyperlink was configured for was removed then re-added, or a config from another recorder has been imported. You must remove the existing hyperlink and then re-configured the hyperlink in 'Emap setup', then close & re-open the eMap window.

## When dragging eMap hyperlinks I receive a "Action cannot be completed....Program is busy" message.

**Resolution** : This is often caused by either network performance bottlenecks or the CPU on the PC is overloaded. This can often be caused by either a slow non-gigabit switch, or by daisy chaining too many switches together. Remember, when network switches are daisy chained together each switch down the line must push through not only the traffic from devices directly connected to it, but also the entire bandwidth of all the switches up the line of switches, and this last switch must also be capable of pushing through all this data in a short period of time without delay. This performance metric is often referred to as the switches 'forwarding rate'.

## On a Freedom Client while trying to playback footage from a Freedom Server I get a black screen or intermittent login errors and I have checked that the Usernames & passwords are correct.

**Resolution:** Network conditions may have changed, try re-starting the remote Freedom Server / recorder.

Note: any time you ever change the TCP, Transcode or IP address on a Recorder you must restart the recorder

## Cannot backup certain cameras. I checked that User has permission to backup and the camera is not hidden(covert).

**Resolution:** There may be an Illegally named camera in recorder setup (ie '/' '?' etc in camera name)

## When playing back cameras timeline indicator jumps intermittently, or time synchronization is not working or the time 'jump' button is not working correctly.

### Resolution:

1. If version of Freedom is older than V3.3 & the jump occurs when motion is encountered you need to upgrade to latest version.
2. Time synchronization may not be configured correctly, refer to '[Time Synchronization Rules](#)' document.
3. Hard disk drive or index maybe corrupt or faulty.
4. The Schedule is set to recorder 'Motion' Only.
5. The footage 'type' filter option is **NOT** set to '**All**'. i.e. motion or alarm only
6. The encoding settings for '**normal**', '**motion**' or '**alarm**' are configured differently, for best results make the same.
7. There is a mixture of old and new capture cards which can cause this behaviour.

## While playback footage using the Local Player I get a 'Don't support this format' error

### Resolution:

1. The footage is from an Omega IP camera with updated H.264 markers, upgrade to latest version of Freedom.
2. The footage your trying to playback is not support or was not downloaded using the Freedom VMS software.

## I cannot see the camera list in live view or some graphical user interface elements/buttons are missing.

### Resolution: 1.

1. User does not have permissions for the selected items.
2. Navigate to the folder where the program is installed, right click over the main program file i.e. 'FreedomClient.exe' or 'FreedomSvr.exe', select properties, then click on the 'Compatibility' tab and tick 'Disable display scaling', then Apply. This occurs when the DPI scaling (text size) is not set to 100%.

## After upgrading Freedom Server software, camera/s from an encoder are not appearing in Liveview

### Resolution:

## The iPhone, Android app is not working or transcoded playback from Freedom Client is not available

### Resolution :

Make sure TCP and Transcode port has been port-forwarded and not blocked by a firewall. On the Freedom Server, click the menu button (up arrow icon) and select 'Re-start Transcode Service' and wait approximately 3minutes. If still not working restart router/switch(wait 5 minutes). If this didn't fix the issue try restarting the Server PC.

## Cannot add an ONVIF camera or see a video stream from an ONVIF camera.

### Resolution:

1. Confirm camera and firmware is ONVIF Profile S compliant. See [Freedom VMS ONVIF compatibility Guide](#)
2. Both the recorder and the ONVIF camera must be **time synchronized** to the same time source, [NTP](#) is recommended. (check that the time is the same on both the Recorder & the IP camera)
3. You may need to configure a **customized Profile**, See "[Adding ONVIF cameras to Freedom VMS](#)" guide.
4. Make sure **firewall exceptions** are configured correctly for the type of network, you have i.e. Private, Domain etc. See User Manual for details
5. The ONVIF implementation on the camera & Freedom VMS are not compatible, make sure the latest firmware version is installed on the IP camera

## After adding a camera or while trying to add a camera, I get a licence error appear on the screen.

**Resolution :** You do not have enough licences, contact your dealer. Or your system has been configured incorrectly and cameras that are not intended to be recorded are set to record therefore taking up additional licence/s. Or the USB dongle is missing or not plugged in correctly.

## The site is not getting the recording retention period that the system was originally designed for.

### Resolution:

1. Encoding settings are not those specified by the CCTV design engineer, check all 3 stream types (**Main, MD, Alarm**) on all cameras look at **Resolution, Framerate** and **Bitrate**. **Tip:** if cameras are being recorded on a Freedom Server using the 'Record Monitor' you can often quickly identify which camera/s by looking at the 'bitrate' column.
2. A recording disk drive has failed.
3. An IP camera has been deleted and the footage has not been removed from the disk, use Disk Manager to resolve.
4. Someone has added additional camera/s to your system without calculating the impact to retention period, which may require additional HDD storage to maintain previous retention period. Consult a qualified CCTV design engineer.

**When trying to add a device I get a message similar to 'Not a valid device' or 'Invalid Device'.**

**Resolution :** May Indicate that either you have insufficient licences to add the device or the device is not supported by Freedom, consult your dealer for advice.

**I cannot playback footage from an SD card, inside an Omega IP camera.**

**Resolution :** 1. The 'SD card' feature option, has not been 'ticked' in the Freedom software. 2. The IPC has not been configured for local SD recording. 3. There is no SD card in the camera or the SD card is not working/recording, check and test settings.

**The monitor is displaying the BIOS screen and not cameras**

**Resolution :** Make sure there is nothing resting on any of the keys on the keyboard or one of the keys is not stuck down