

Troubleshooting for DS-9664NI-I8 issues

Information Basis:

Consultation Source: Egypt channel end-user

Product Name: DS-9664NI-I8

Product Line: Backend Products/Network Video Recorders/Ultra Series/8 & 9 Series NVR

Time: 2023.12.02

Problem Description:

The End-user says that when they try to view the live-view on NVR webpage through PC, the webpage show the errors about Transcoding capability exceeded limit and This channel has no sub-stream.

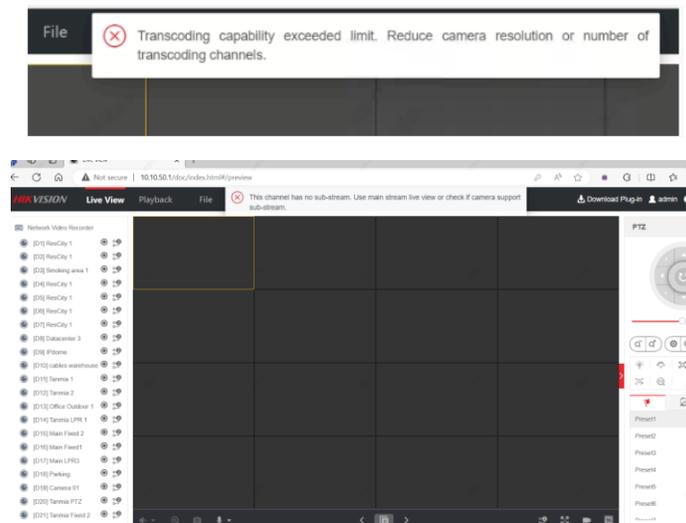


Figure1: Errors Description

After briefly check the NVR and cameras status, found that this NVR is loading with 50 channels Hikvision cameras and the decoding capability of the NVR is not enough to decode this number of channels of cameras. If the end-user wants to see the 16 divisions on the webpage at the same time, the NVR will switch to the sub-stream automatically but at this case it pops up with channels don't support sub-stream error.

All hikvision cameras should support sub-stream so we jump to the camera webpage and check the camera sub-stream information.

