

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.

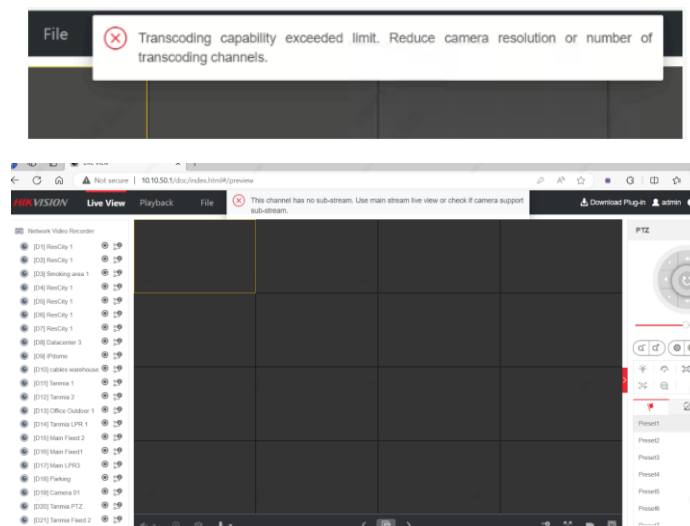


Figure1: Errors Description

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.

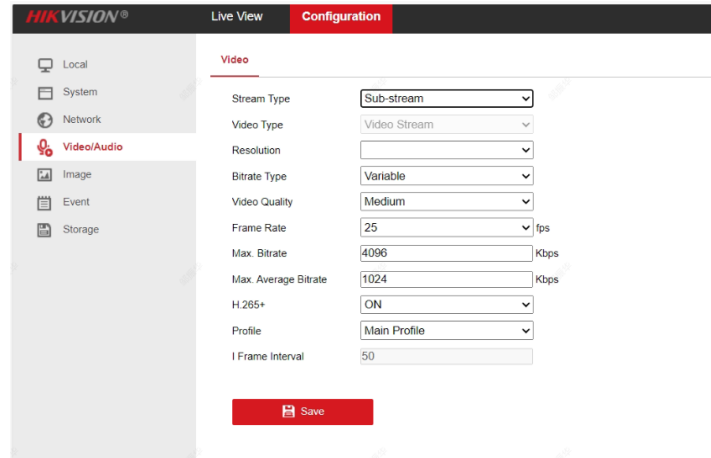


Figure2: Camera webpage of sub-stream

The cameras do support sub-stream but the point is that the Max.Bitrate is 4096Kbps, and NVR accessing to sub-stream has a limitation of 720Kbps or 2 Mbps.

Core Reason:

NVR accessing to sub-stream has a limitation of 720Kbps or 2 Mbps, so you have to change all the cameras sub-stream below 2Mbps or below 720Kbps.

Solution:

First upgrade all the cameras to the latest firmware and then configure all the cameras sub-stream below 2Mbps or below 720Kbps. For the NVR webpage live-view, also please make sure the plug-in is running that will increase the PC decoding capability.

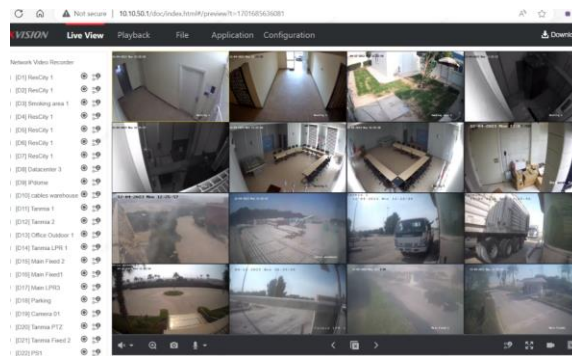


Figure3: After configuration change back to normal