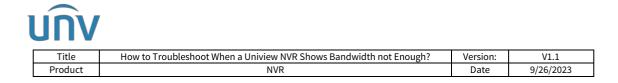


How to Troubleshoot When a Uniview NVR Shows Bandwidth not Enough?



How to Troubleshoot When a Uniview NVR Shows Bandwidth not Enough?

Description

Note: This method is applicable to most of the scenarios, if the method still cannot solve your problem, it is recommended to consult our Tech Support Team. <u>https://global.uniview.com/Support/Service_Hotline/</u>

Operating Steps

Step 1 View bandwidth usage

On NVR Monitor, please go to **Menu>Maintenance>Network Info>Network Statistics**. Bandwidth usage is displayed.

As for NVR webpage, the path is **Setup>Maintenance>Network Info>Network Statistics**.

• When idle receive bandwidth is low, cameras cannot get online.

• When idle send bandwidth is low, live view, playback, and recording download will fail.

Web UI

lient	*	Network Flow	Net Detect	Network	Network Statistics	
ystem	~					
amera	~	Туре	Bandwidth			
lard Disk	V	IP Camera	72Mbps			
larm	~	Remote Live View	2048Gbps			
lert	~	Remote Playback	Obps			
letwork	~	Idle Receive Bandwidth	248Mbps			
latform	v	Idle Send Bandwidth	Obps			
lser	v	L				
Aaintenance	*					

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GUI

			Maintain
	System Info		Network Statistics
Camera	Network Info	Туре	Bandwidth
\odot	Log	IP Camera Remote Live View	512Kbps Obps
VCA	Backup	Remote Playback	Obps
		Idle Receive Bandwidth Idle Send Bandwidth	320Mbps 320Mbps
Network	Restore	Idle Send Bandwidth	320Mbps
 	Auto-Function		
System	Upgrade		
D	HDD		
Backup	Privacy Policy		
Storage			
Ń			
دیے Alarm			
z			
\ ⊘ Maintain			
		Exit	

Step 2 Restart the browser and login in your NVR just on one browser.

If you open the live view on one or several browsers too many times, the Idle Send Bandwidth will run out. When you restart the browser, the bandwidth will be released.

Step 3 Check and make sure that there is no abnormally high bit rate for your cameras.

If there is a camera with a large bit rate number, please change it to the normal range.

Client	142	Encoding						
System	v							
amera	~	Select Camera	D3 (IPC)	*				
Camera		Storage Mode	Main and Sub Stream	*				
• Encoding		Capture Mode	2880×1620@30	*				
Audio		Main Stream		Sub Stream		Third Stream		
OSD		Stream Type	Normal	Stream Type	Network Transmission	▼ Stream Type	Network Transmission	*
Image		Video Compression	H.265	Video Compression	H.265	Video Compressi	H.265	~
Schedule		Resolution	2880×1620	Resolution	720×576(D1)	 Resolution 	352×288(CIF)	~
Motion		Bitrate Type	VBR	Bitrate Type	CBR	Bitrate Type	VBR	•
Video Loss		Image Quality	Low Hig 5	Image Quality	Low Hig	5 Image Quality	Low Hig	5
Tampering Privacy Mask		Bit Rate(Kbps)	Custom • 10000000	Bit Rate(Kbps)	512	Bit Rate(Kbps)	128	v
Snapshot		Frame Rate(fps)	30	✓ Frame Rate(fps)	30	Y Frame Rate(fps)	30	*
Audio Detection		I Frame Interval	60	I Frame Interval	60	I Frame Interval	60	
Human Body Detectio	n	Smoothing	Clear \$mo 5	Smoothing	Clear Smo.		Clear Smo.	5
Thermal Imaging		U-Code	Advanced Mode	♥ U-Code	No	▼ U-Code	Off	*
lard Disk	v							
larm	¥	Сору		v				
lert	v	Save						
etwork	U							

Web UI

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GUI

	Camera	Encoding				
Ξ	eamera		Texture Tax			
Camera	Encoding	Select Camera	D1(IP Camera 01)			
\sim		Storage Mode	Main Stream			
\odot	Snapshot	Capture Mode	1920*1080@30			
VCA	OSD		Main Stream			
~		Stream Type	Normal			
	Image	Video Compression	H265			
Network		Resolution	1920*1080(1080P)			
	Privacy Mask	Bitrate Type				
ŝ	PTZ	Bit Rate(Kbps)	512	~		
System		Frame Rate(fps)	5	~		
D		Image Quality	0			
Backup		I Frame Interval				
васкир		Smoothing	0			
		Audio Stream	0			
Storage		U-Code	Advanced Mode			
			Off			
\triangle			Basic Mode			
Alarm			Advanced Mode			
z						
Maintain						

Note:

1. Sometimes when you add third party camera, the camera's bit rate is abnormally high, which will cause the bandwidth not enough issue. Please login the third party camera webpage to adjust the value.

2. The normal bit rate number usually use is: 1024 or 2048 or 4096 or 5120.

Step 4 Reduce the number of online users

If there are too many users watching the live view at the same time, the idle send bandwidth could reach 0. The quickest way to release such streaming load is to restart the NVR.