

# How to Troubleshoot When the Uniview NVR Is Beeping Frequently?



## How to Troubleshoot When the Uniview NVR Is Beeping Frequently?

### Description

In general, the problem is usually caused by an Illegal Access alert. Hence, the solution is to disable the trigger action buzzer for Illegal Access alert.

**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**

Check your NVR's log under **Maintenance** to see if there is any illegal access record every time you hear the beeping. You can then follow the guide below to troubleshoot.

*Note:* If it is not caused by illegal access, then please contact Uniview Tech Support team with the NVR's log and the time points when you hear the beeping.

**Step 1** If you do not need buzzer triggered when you get illegal access alerts, you may uncheck the Buzzer option.

**Option 1:** Uncheck from **the NVR's web interface** under **Setup>Alert>Alert>Alert Type** (select Illegal Access) and click **Save**.

**Option 2:** Uncheck from the **NVR's GUI** under **Menu>Alarm>Alert>Alert Type** (select Illegal Access) and click **Apply.** 

MVR308-32R-B	×				
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Client	*	Alert	1		
System	*	Alast 7 and 100	3		
Camera	~	Alert Type	al Access	-	
Hard Disk	~	Conventional	Alarm Output		
Alarm	~	Buzzer 4	☐ A->1		
Alert 2	~	Send Email	A->2		
Alert			□ A->3		
Network	*		A->4		
Platform	*		D1->1		
User	*		D8->1		
Maintenance	8				
Backup	8				
		Save 5			



**Step 2** You can then observe for a while and see how it works. Meanwhile, you can also check if **Buzzer** is set as trigger action for other Alert types. You can disable the buzzer if you do not need them.

#### What if I don't want to turn off the illegal access alert?

**Step 1** Please check the NVR's log, find out the IP which was trying to access the device, and see if you can locate that IP.

Eg. It could be the EZStation client software which still has the incorrect credential of the NVR. By modifying it on the EZStation, the illegal access would no longer be showing.

**Step 2** You can also put that IP into the **IP Address Filtering>Block list**, it is under the **Setup>System>Security** on the NVR's web interface.

Client V   System N   Basic Setup Preview   Preview Off @ Blocklist _ Allowlist   Serial Serial   V Security   PoS Onit   Storage V   Alarm   Alarm   Alarm   Platform   User	unv	ļ	🛛 Live View 🛛	🛙 Playback 🔅	Setup 🦾 Smart		
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Security   POS   Unit   Camera   Storage   Alarm   Alart   Valor   Platform   Vser	System Basic Setup Preview Time DST Holiday Serial	<b>≈</b> 20:BE:03:	IP Address Filtering Start IP: End IP: Add	Off @ Blocklist OAll	owlist 00:02, 80-88:03:	3C: 23: F9, 2v15104	
Storage V Alarm V Alert V Network V Platform V User V	Security     POS     Unit Camera	*		Surri			
Alert V Network V Platform V User V	Alarm	*					
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uct	NVR	Date	11/24/2023

#### How can I find out who is triggering the illegal access alerts?

You may check under NVR's logs to see which IP is attempting to access. (127.0.0.1 is the NVR's GUI)

นทิง		💻 Live View	🖩 Playback 🔅	Setup 🥼 Smart					admin	Logout	Privacy
Client	~	Log									
System	~										
Camora	~	Start Time	2014-08-02 00:00:00		End Time 2023-08-02 23:59:59		9 🎟				
camera	~	Main Type	Alert	<b>∼</b>			Illegal Access	~			
Storage	*			_							
Alarm	~	Search	Export								
Alert	~	No.	Username	Operation Time	IP	Camera ID	Main Type	Sub Ty	pe		Details
Network	~	1	admin	2023-07-26 18:15:27	127.0.0.1		Alert	Illegal Ac	cess		
Distance		2	admin	2023-05-09 06:58:42	172.1.90.107		Alert	Illegal Ad	cess		
Platform	~	3	admin	2023-05-08 14:31:55	172.1.90.129		Alert	Illegal Ad	cess		
User	8	4	admin	2023-04-27 05:57:32	127.0.0.1		Alert	Illegal Ad	cess		
Maintenance	~	5	admin	2023-04-20 16:58:33	172.1.90.231		Alert	Illegal Ad	cess		
Network Info		6	admin	2023-04-20 07:52:03	172.1.90.252		Alert	Illegal Ad	.cess		
▶ Log		7	admin	2023-04-06 08:43:15	172.1.90.250		Alert	Illegal Ad	cess		
HDD		8	admin	2023-03-01 15:00:43	172.1.90.252		Alert	Illegal Ad	.cess		
Orling User		9	admin	2022-10-24 17:11:20	172.1.90.240		Alert	Illegal Ad	.cess		
Online Oser		10		2022-09-16 00:58:44	172.1.90.80	D12	Alert	Illegal Ad	.cess		
Camera		11		2022-09-16 00:57:10	172.1.90.80	D12	Alert	Illegal Ac	.cess		
Recording		12		2022-09-16 00:56:50	172.1.90.80	D12	Alert	Illegal Ad	.cess		
Maintenance											
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