How to Troubleshoot When There is No Recording on My NVR?

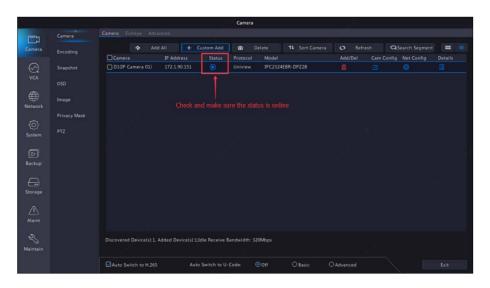# How to Troubleshoot When There is No Recording on My NVR?

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.
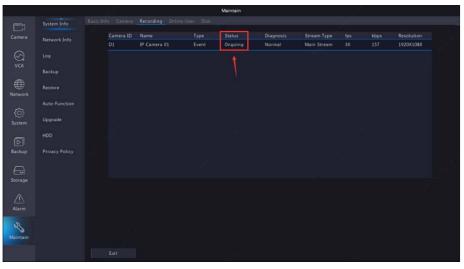*https://global.uniview.com/Support/Service_Hotline/*

Operating Steps

Step 1 Check and make sure the camera you are checking is Online.

If it is offline, please get the camera back online so it can continue working and recording.

Step 2 Check the recording status of the camera on the NVR and make sure it's Ongoing. If it is Normal recording, NVR will record based on the schedule you set. If it is Event recording, NVR will record only when event is triggered.
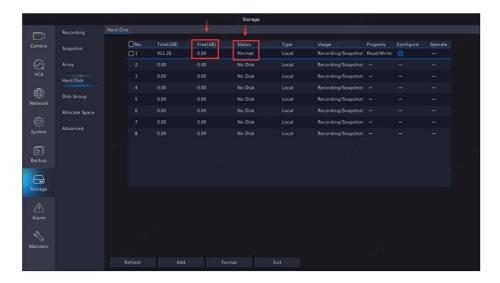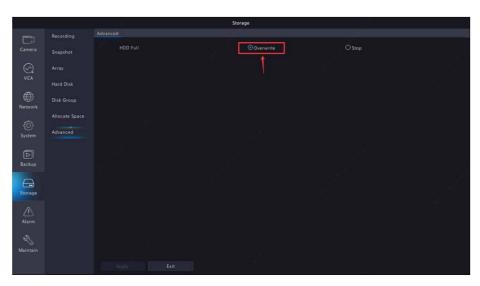
If there is nothing showing there for this camera, that means the camera is not recording now. You can check the recording schedule of this camera.

Step 3 Check the storage settings and make sure the hard disks' status is Normal.

If the free space for your hard disk is 0, then check in **Advance** to make sure that overwrite is enabled. Change it to **Overwrite** if it is **Full and Stop**.
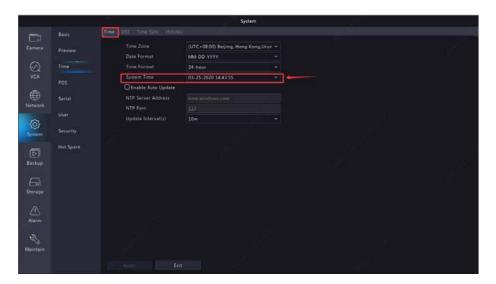
Note: *You can do hard disk tests under **Maintain>Hard Disk** if the status is Abnormal.*

Step 4 Check the time settings of your NVR and make sure the system date and time is correct (incorrect system time may cause no recording issue).

Meanwhile, make sure that the DST setting on your NVR matches Cellphone/Computer time.

If you have checked all the 4 steps above and the problem persists, then please contact tech support for help.