

How to Troubleshoot When Orange Locks Appear on Each Split Window of a Uniview NVR's Monitor?

Title How to Troubleshoot When Orange Locks Appear on Each Split Window of a Version: V1.0	
Uniview NVR's Monitor?	
Product NVR Date 11/21/2023	.3

How to Troubleshoot When Orange Locks Appear on Each Split Window of a Uniview NVR's Monitor?

Description

Sometimes, when attempting to view live feeds on a Uniview NVR's monitor, you may encounter orange locks on each split window, with all live view windows appearing black. This issue commonly arises due to the default user lacking live view permissions when the admin user logs out. Granting live view permission to the default user typically resolves this problem.

➡ D1	Camera Offline #(Incorrect username or password) TO2	■	(4)
a DS			

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 Right click the mouse on the monitor and go to **Menu** so as to bring out the login page. Log in with the admin account.

Step 2 Find the default user and edit it under System>User.

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Prod	luct				NVR					Date	1	1/21/2023	3
					2	System							
Ľ	General												
Camera	Preview		Username admin		Us	ser Type Iministrator			Edit	<u>/</u>	Delete —		
Ð	POS		default		Lo	ocal Preview User		R	Ø	-			
Search	User												
VCA	Security												
Hetwork	Advanced												
کی) System													
Storage			Note: By defai	ilt, the defaul	t user can on	ly view live video	on the local	interfa	ace wi	thout loggin	g in.		
<u>Alarm</u>													
Naintena													
			Add										

Step 3 You need to put in the admin password so as to proceed to the next step.

				System	
	General				
21					
Camera	Preview			Modify/Add User	Delete
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(=)	POS		-		
Search			User Type	Local Preview User	
	User		Password		~
	Security		Confirm		***
VCA	Security				
5.77442391724	Advanced				
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Network			password on the platform.	aging platform, you also need to edit the	
			Basic Permissions		
6					
{Ç}}			Smart Permissions		
System			Preview		
			Camera Permissions		ogging in.
\square			Select Permission	Select Channel	
Storage			Live View		
1				D2	
\wedge				🗆 D3	
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2				Apply Exit	
⊗ Maintena…					
		Add			

Step 4 Click **Live View** under **Camera Permissions** and check all the cameras on the right side under **Select Channel**.

Step 5 Click **Apply** to complete the configuration.