



How to Troubleshoot When the Uniview NVR Is Beeping Frequently?

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Product	NVR	Date	11/24/2023

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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.

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

Operating Steps

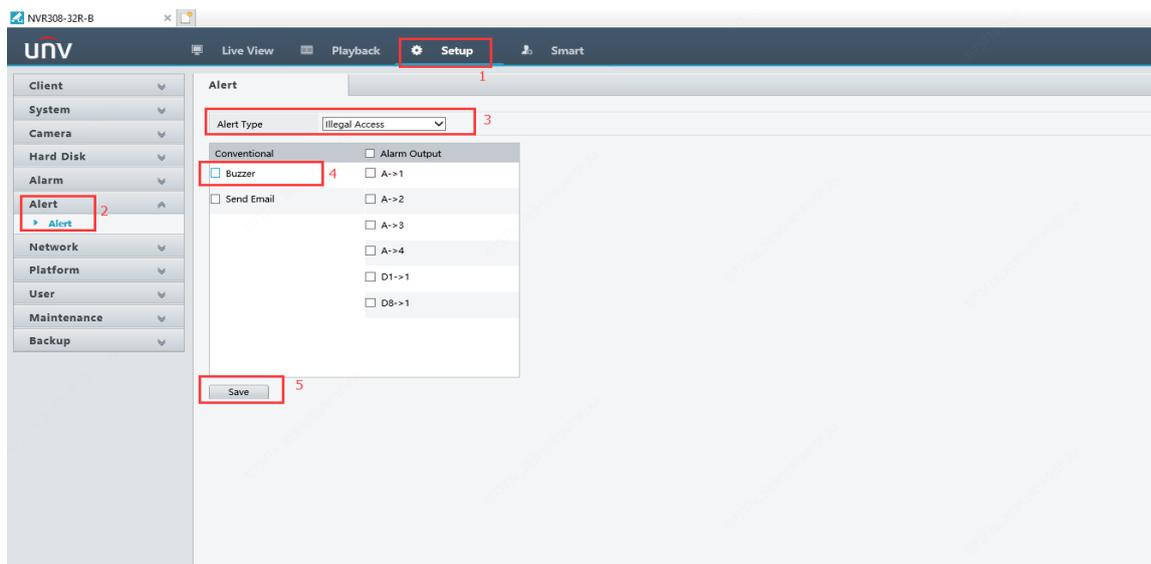
Check your NVR's log under **Maintenance** to see if there is any illegal access record every time you hear the beeping. You can then follow the guide below to troubleshoot.

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.

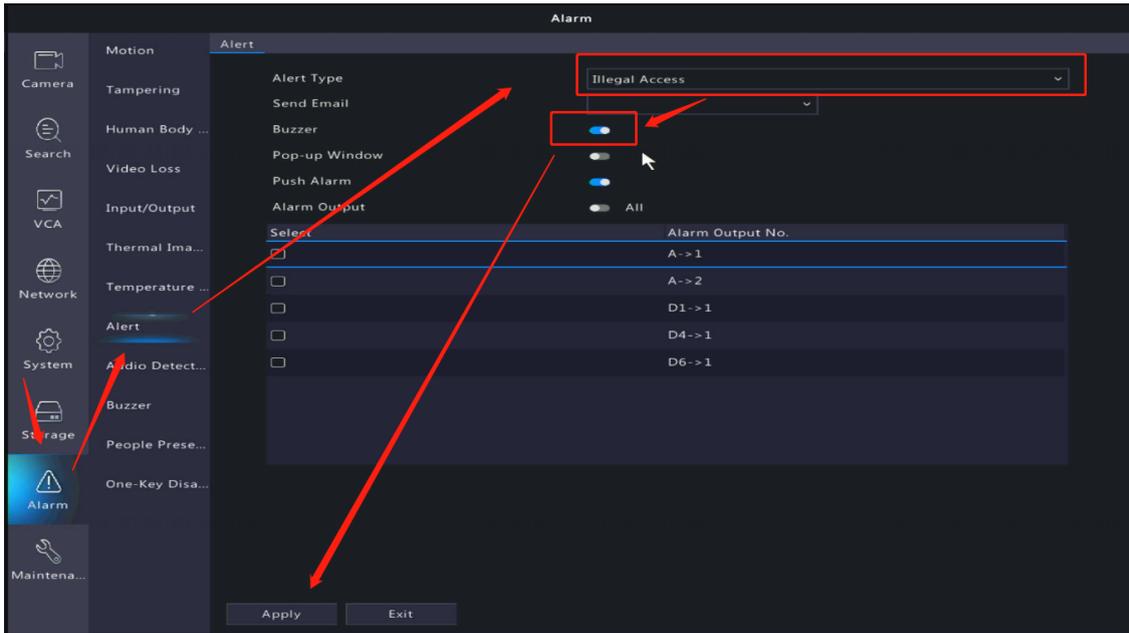
Step 1 If you do not need buzzer triggered when you get illegal access alerts, you may uncheck the Buzzer option.

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**.



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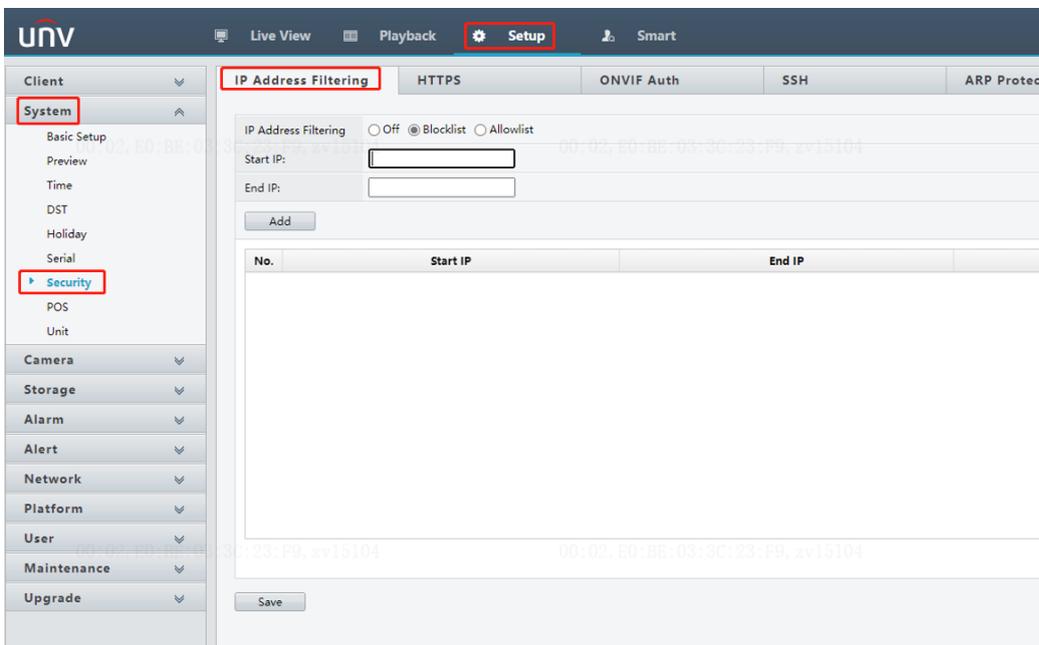
Step 2 You can then observe for a while and see how it works. Meanwhile, you can also check if **Buzzer** is set as trigger action for other Alert types. You can disable the buzzer if you do not need them.

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.



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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)

The screenshot shows the UNV NVR web interface. The 'Log' menu item is highlighted in the left sidebar. The main area shows a table of logs with columns for No., Username, Operation Time, IP, Camera ID, Main Type, Sub Type, and Details. The 'Sub Type' dropdown is set to 'Illegal Access'. The table lists 12 records, with the IP column highlighted in red for the first 10 records, showing various IP addresses including 127.0.0.1.

No.	Username	Operation Time	IP	Camera ID	Main Type	Sub Type	Details
1	admin	2023-07-26 18:15:27	127.0.0.1		Alert	Illegal Access	
2	admin	2023-05-09 06:58:42	172.1.90.107		Alert	Illegal Access	
3	admin	2023-05-08 14:31:55	172.1.90.129		Alert	Illegal Access	
4	admin	2023-04-27 05:57:32	127.0.0.1		Alert	Illegal Access	
5	admin	2023-04-20 16:58:33	172.1.90.231		Alert	Illegal Access	
6	admin	2023-04-20 07:52:03	172.1.90.252		Alert	Illegal Access	
7	admin	2023-04-06 08:43:15	172.1.90.250		Alert	Illegal Access	
8	admin	2023-03-01 15:00:43	172.1.90.252		Alert	Illegal Access	
9	admin	2022-10-24 17:11:20	172.1.90.240		Alert	Illegal Access	
10		2022-09-16 00:58:44	172.1.90.80	D12	Alert	Illegal Access	
11		2022-09-16 00:57:10	172.1.90.80	D12	Alert	Illegal Access	
12		2022-09-16 00:56:50	172.1.90.80	D12	Alert	Illegal Access	

Total 12 record(s). 1 1 100