

## Live view Issues

### A Freedom Client or Master Server (DVR-1) cannot view cameras from another Freedom Server Recorder

**Resolution:** (1) Restart the Freedom Server **Software** on the Freedom Recorder you cannot see the cameras from. (2) Restart the network switch connecting both PCs by unplugging the power, wait around 20 seconds then plug power back in. (3) Restart the PC on the Freedom Recorder you cannot see the cameras from.

### Some cameras are not appearing on Live view monitor.

**Resolution:** (1) Click the Dis-connect button, wait a few seconds, then click the 'CONNECT' button again, or manually try dragging cameras in. (2) Try viewing the camera/s in 'sub-stream' by 'right clicking' over camera name in list and choosing 'sub-stream'. (3) Network link/s between the Client & recorder does not have the bandwidth to display all cameras in 'main-stream', try changing to 'sub-stream' or increase link speed. (4) The CPU on the viewing PC does not have the resources to view all cameras in 'main-stream' try changing to sub-stream, or reduce quantity of live streams. (5) For IP cameras, in the Freedom Server software navigate to 'Setup → Device Setup', right click over the camera name and select "Re-login", **also check** 'sub/extra stream' is enabled. (6) Make sure the User has privileges to view cameras, both on the local Freedom software and the remote recorder. (7) If a KVM switch is present make sure the KVM is set to the correct input corresponding to the DVR. (8) There maybe too many client instances viewing the same camera/s, try reducing the amount of clients viewing the camera.

### On a Freedom Server recorder, the whole system freezes every few weeks, I cannot move the mouse even though I have the correct KVM port selected, and the images completely frozen on the screen.

**Resolution:** (1) This can be caused when the recorder does not have a discrete graphics card installed. If you display cameras 'live' at the local Freedom Server recorder a discrete graphics card is highly recommended. (2) This could also be caused by other hardware issues, contact your CCTV provider.

### Cameras are on Live view monitor or are moving very SLOWLY

**Resolution:** (1) This can indicate the viewing PC does not have the CPU resources to decode the quantity of cameras, or the network link bandwidth between recorder and Client is limited, try reducing the number of cameras being displayed, or switch to 'sub-stream'. (3) The network latency is too high, this is more common when using RF/Wifi links, or too many switches daisy chained together between client and recorder/s. (4) If this is occurring on an 'All-in-One' (AIO) client PC, the network card should be replaced.

### Our OM-IP-HDB3200CP (micro dome) cameras often go offline and stop recording

**Resolution:** We have found that this model IP camera will often go offline, this is an issue with the camera that builds up over time. We recommend configuring the camera to auto reboot once a week.

### When viewing cameras, the video image appears distorted, muddy or out of focus.

**Resolution:** (1) The Freedom VMS software maybe configured to display the lower quality 'sub-stream' to save bandwidth or CPU resources, right-click over camera tile and select 'mainstream'. (2) The encoding setting for MD (motion detection) or main stream may not be configured correctly. (3) Some devices produce poor image quality when set to VBR, in encoding config, change the bitrate type to CBR. (4) Check that the CODEC is set to H.264h. (5) The camera may need to be re-focusing.

### After upgrading Freedom Server software, camera/s from an encoder are not appearing in Liveview

**Resolution:** Removing the encoder device from the Server and re-add it.

**I cannot open a camera by dragging it from an eMap.**

**Resolution** 1. The User may not have permission to view the camera.

2. The Hyperlink is no longer valid or configured correctly, this can happen if the device the hyperlink was configured for was removed then re-added, or a config from another recorder has been imported. You must remove the existing hyperlink and then re-configured the hyperlink in 'Emap setup', then close & re-open the eMap window.

**When dragging eMap hyperlinks I receive a "Action cannot be completed....Program is busy" message.**

**Resolution :** This is often caused by either network performance bottlenecks or the CPU on the PC is overloaded.

This can often be caused by either a slow non-gigabit switch, or by daisy chaining too many switches together.

Remember, when network switches are daisy chained together each switch down the line must push through not only the traffic from devices directly connected to it, but also the entire bandwidth of all the switches up the line of switches, and this last switch must also be capable of pushing through all this data in a short period of time without delay. This performance metric is often referred to as the switches 'forwarding rate'.

**I cannot see the camera list in live view or some graphical user interface elements/buttons are missing.**

**Resolution: 1.** User does not have permissions for the selected items.

2. Navigate to the folder where the program is installed, right click over the main program file i.e. 'FreedomClient.exe' or 'FreedomSvr.exe', select properties, then click on the 'Compatibility' tab and tick 'Disable display scaling', then Apply. This occurs when the DPI scaling (text size) is not set to 100%.

**The iFreedom mobile app is not working or transcoded playback from Freedom Client is not available**

**Resolution :**

1. Make sure TCP and Transcode port has been port-forwarded on Internet Router.
2. Make sure firewall is not blocking the Freedom SVR TCP or Transcode port.
3. Restart Freedom Server software, then wait approximately 30 seconds, then try iFreedom again.
4. If this didn't fix the issue try restarting the Server PC.
5. If still not working restart router/switch(wait 5 minutes or up to 12 minutes for NBN).
6. If using 'Freedom Lite' version, and you have tried all of above, in some environments installing Freedom Lite version V3.5.16110 may resolve the issue.

## Playback / Download Issues

**Downloading /export fails, or file size indicates "0"**

**Resolution: (1)** You may not have any space left on your download destination drive, check how much free space you have & remove files using File Manager. **(2)** Try selecting a slightly different begin & end time.

**(3)** Make sure no camera NAMES include '/' or '\' characters or **BLANK** Leading or trailing **spaces**.

**Black holes appear in playback timeline**

**Resolution: (1)** If using any of the following models OM1008S, OM1004S, OM1516, OM1616, OM1204/08, upgrade to Freedom VMS software to V3.4.1.071 or higher & make sure the recorder has the latest firmware installed.

**(2)** If camera is an IP camera or from an encoder, this can indicate network instability, ensure you have a quality link between camera and recorder, if the camera is from an encoder ensure network link has a Gigabit link.

**Video from an Omega Recorder seems to randomly flicker between SD and HD or (4:3 to 16:9)**

**Resolution:** This issue can occur when both 'main-stream' and 'sub-stream' are being recorded. In the Freedom VMS software navigate to **Device Setup**, click on the device, then click the **'Advanced'** button then tick the **'Change sub-stream record mode priority'** tick box.

**When trying to download footage from an Omega Recorder, I receive a 'Fail to download...' message.**

**Resolution:** (1) This sometimes occurs when the footage contains an IVS event, try using the '**Download files**' button located at the bottom right of the Download window. (2) Check that the User the recorder is added as, has download rights.

**When trying to add an embedded recorder or other device I receive an IP or port error message.**

**Resolution:**

- Check IP address and TCP port you are entering is correct.
- On DVR ensure confirm IP address, Gateway, DNS and TCP ports are correct.
- Do **NOT** edit an existing device entry, delete the device and re-add.
- Turn off all network switches the device is connected through, wait 10 seconds then power up again and wait 5 minutes and try again.

**When attempting to playback video from an Omega recorder, it says there is no footage available for the selected date, but I know there is footage available from that date at the local DVR**

**Resolution:** (1) You, or the user account used in the network client does not have permission to download footage.

**On a Freedom Client while trying to playback footage from a Freedom Server I get a black screen or intermittent login errors and I have checked that the Usernames & passwords are correct.**

**Resolution:** Network conditions may have changed, try re-starting the remote Freedom Server / recorder.

Note: any time you ever change the TCP, Transcode or IP address on a Recorder you must restart the recorder

**Cannot backup certain cameras. I checked that User has permission to backup and the camera is not hidden(covert).**

**Resolution:** There may be an Illegally named camera in recorder setup (ie '/' '?' etc in camera name)

**When playing back cameras timeline indicator jumps intermittently, or time synchronization is not working or the time 'jump' button is not working correctly.**

**Resolution:**

1. If version of Freedom is older than V3.3 & the jump occurs when motion is encountered you need to upgrade to latest version.
2. Time synchronization may not be configured correctly, refer to '[Time Synchronization Rules](#)' document.
3. May indicate 2 devices maybe pushing different times to the same recorder.
4. If version of Freedom is older than V3.3 & the jump occurs when motion is encountered you need to upgrade to latest version.
5. Hard disk drive or index maybe corrupt or faulty.
6. The Schedule is set to recorder 'Motion' Only.
7. The footage 'type' filter option is **NOT** set to '**All**'. i.e. motion or alarm only
8. The encoding settings for '**normal**', '**motion**' or '**alarm**' are configured differently, for best results make the same.
9. There is a mixture of old and new capture cards which can cause this behaviour.

**While playback footage using the Local Player I get a 'Don't support this format' error**

**Resolution:**

1. The footage is from an Omega IP camera with updated H.264 markers, upgrade to latest version of Freedom.
2. The footage your trying to playback is not support or was not downloaded using the Freedom VMS software.

**The AVI converter does not work (known issue)**

Currently the AVI converter does not support the H.265 CODEC, check that H.264H is selected.

Currently the AVI converter does not support cameras that use the ONVIF protocol.

While trying to view footage from a HDD removed from a Freedom SVR, using the 'Freedom HDD Viewer' on the Freedom Client software there are no cameras being display in the camera list.

**Resolution:** This may be resolved by temporarily inserting the HDD in a Freedom Server (while the Freedom Server software is closed), then open the Freedom VMS 'Disk Manager' application and re-adding the HDD to the allocated drives. (Make sure you remove that disk after allocation is complete & before the Freedom Server software is re-opened)

## Adding Devices & Installation

I cannot connect to (or add) a Freedom Server or IP camera from a Client or Server acting as a Client (Master Server) even though you can ping the network address.

**Resolution:**

- Try restarting the server that you cannot connect to, also Try restarting Freedom software on the current PC.
- Temporarily disable Windows firewall and try again if it works you need to re-apply firewall exceptions to remote server.
- Check all the IP settings on each device again, you can also try restarting the network switch.
- Temporarily unplug remote device from network, then try PINGing the device IP address (confirm no duplicate IP on network)
- If this doesn't work there may be an issue with the cable, try another cable direct to device.

New cameras have been added or renamed, but they are not appearing in the device list of any Clients or Slave Servers.

**Resolution:** You must re-synchronize the camera list on all *Clients* and 'slave Freedom Servers' looking at Freedom Server that has been modified.

Cannot add an ONVIF camera or see a video stream from an ONVIF camera.

**Resolution:**

1. Confirm camera and firmware is ONVIF Profile S compliant. See [Freedom VMS ONVIF compatibility Guide](#)
2. Both the recorder and the ONVIF camera must be **time synchronized** to the same time source. ONVIF cameras must use [NTP](#) which is configured on the camera. (check the time is the same on both the NVR & the IP camera)
3. You may need to configure a **customized Profile**, See "[Adding ONVIF cameras to Freedom VMS](#)" guide.
4. Make sure **firewall exceptions** are configured correctly for the type of network, you have i.e. Private, Domain etc. See User Manual for details
5. The ONVIF implementation on the camera & Freedom VMS are not compatible, make sure the latest firmware version is installed on the IP camera

After adding a camera or while trying to add a camera, I get a licence error appear on the screen.

**Resolution :** You do not have enough licences, contact your dealer. Or your system has been configured incorrectly and cameras that are not intended to be recorded are set to record therefore taking up additional licence/s. Or the USB dongle is missing or not plugged in correctly.

When trying to add a device I get a message similar to '**Not a valid device**' or '**Invalid Device**'.

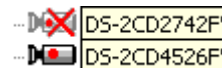
**Resolution :** This can be caused by trying to add a non MAC registered device, or the PC cannot get to the MAC registration web portal to check the devices licensing status, when adding a device to the Freedom Client software the PC must have internet access. This error can also occur if the device you are adding is not a supported device, consult your dealer for advice. If using a '*proxy server*', temporarily disable while attempting to add the device.

I cannot install the Freedom Client software on my PC.

**Resolution :** Restart your PC and try again. If installing on a limited Windows User account install the '**32bit**' version NOT the 64bit version. On some systems the installation may be blocked by 'SmartScreen', if so, there is usually a '**More info**' option that you must click to allow the installation. Consult your I.T administrator for help.

## Not Recording

The system is not recording, or there is a red cross on the camera icon.



**Resolution:** This can be caused by a few issues.

If the camera is an IP camera or a BNC camera connected to an encoder this may indicate a network issue, check all network links, this can also be caused by an IP address conflict, check no other devices are using the IP camera or encoders IP address. This can also be caused by a HDD recording disk failure, normally the system is designed to move to the next HDD when an error is detected, but in some instances the system may stop recording, check all HDD recording disk health status.

## Misc

A message appears on screen stating "HDD too busy: drive x".

**Resolution:** This often indicates a corrupt or faulty recording hard disk drive, this can be a serious issue.

You will usually see some form of HDD error in the Freedom logs and/or the 'Windows System' logs (usually system event ID 7,9,11,15,51).

1.(possible temporary fix) Using 'Freedom Disk Manager', try removing the effected HDD from the 'Allocated disks' list, then re-add the same drive, which forces an 'index' rebuild and see if this fixes the issue, if it does, this drive should be monitored to see if this issue re-occurs, if so a technician should be actioned to replace the drive as soon as possible, your recording retention period will be affected.

2. Performing a '**FULL**' format may fix the issue, which adds any bad sectors to a 'sector exclusion table': **Warning:** formatting a HDD will erase all footage data.

**Note:** upgrading to the latest Freedom Server version significantly reduces HDD I/O requests.

When navigating to Playback from 'Live view' screen you notice a large delay before the Playback screen opens.

**Resolution:** This often indicates a corrupt or faulty recording hard disk drive, this is a serious issue.

You will usually see some form of HDD error in the Freedom logs and/or the 'Windows System' logs.

Using 'Freedom Disk Manager', try removing the effected HDD from the 'Allocated disks' list, then re-add the same drive, which forces an 'index' rebuild and see if this fixes the issue, if it does, this drive should be monitored to see if this issue re-occurs, if so a technician should be actioned to replace the drive as soon as possible, your recording retention period will be affected.

As soon as the Freedom software opens I get a message stating 'Please modify System setup. You require permission from Administrator to full control'.

**Resolution:** This is most often caused by the removal or change of the specified save 'path' location. You must check specified save locations are still correct and accessible.

**The time overlaid on the cameras is incorrect.**

**Resolution:** (1) Check the time on the recorder is correct. If the cameras are using NTP, check the NTP address is working. (2) If using an internal NTP ensure that the PC acting as the NTP has an inbound firewall rule for UDP port '123'. Note: cameras using the ONVIF protocol MUST use NTP. (3) Check device has the correct GMT offset and DST status for the region.

**I cannot playback footage from an SD card, inside an Omega IP camera.**

**Resolution :** 1. The 'SD card' feature option, has not been 'ticked' in the Freedom software. 2. The IPC has not been configured for local SD recording. 3. There is no SD card in the camera or the SD card is not working/recording, check and test settings.

**I'm not getting the recording retention period that the system was originally designed for.**

**Resolution:**

1. Encoding settings are incorrect, check all 3 stream types (**Main, MD, Alarm**) on all cameras look at **Resolution, Framerate** and **Bitrate**. **Tip:** if cameras are being recorded on a Freedom Server using the 'Record Monitor' you can often quickly identify which camera/s by looking at the 'bitrate' column.
2. The device does not adequately cap bitrate, increase HDD storage.
3. A recording disk drive has failed.
4. An IP camera has been deleted & footage has not been removed from the disk, use Disk Manager to resolve.
5. Updating the firmware on some devices may improve bitrate capping.
6. Someone has added additional camera/s to your system without calculating the impact to retention period, which may require additional HDD storage to maintain previous retention period. Consult a qualified CCTV design engineer.

**When the Freedom software starts, I receive a 'Failed to read config data' error displayed on the screen.**

**Resolution :** This error usually appears because either the C: system drive is full or the configuration database is corrupt. Check how much space is left on drive "C:", or if there are any HDD corruption on C: drive.