

# Technical support-FAQs

July 30, 2015



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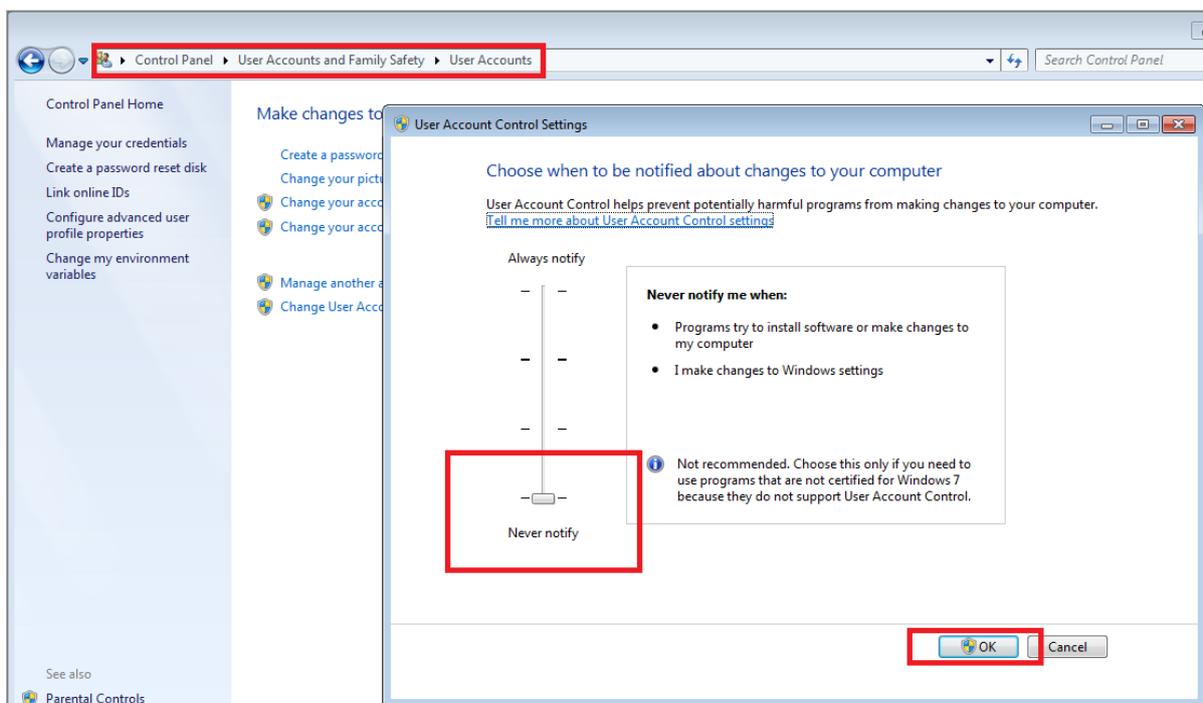
## Install & Activate

### 1. Cannot install DVR board driver

- (1) Check your DVR board requires an additional power connection from a power supply to the board. Please find that in Hardware Install Manual.
- (2) Check your board type is "NX", the NX board is marked with blue label on the back side of board. (e.g. DIT-9600NX, DIT-4800/32NX, DIT-4800Pro/NX, DIT-2400Pro/NX) If yes, you should install driver 'DIT-9600NX' or 'DIT-4800ProNX'. 
- (3) Check your windows OS version, which is 32bit or 64bit. We provide drivers for 32bit and 64bit separately. Please install appropriate driver for your OS version.

### 2. Cannot start DVR/NVR program

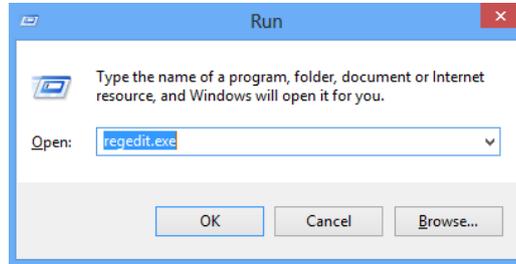
Check UAC (User Account Control) level on control panel. Set the level to 'Never notify'.



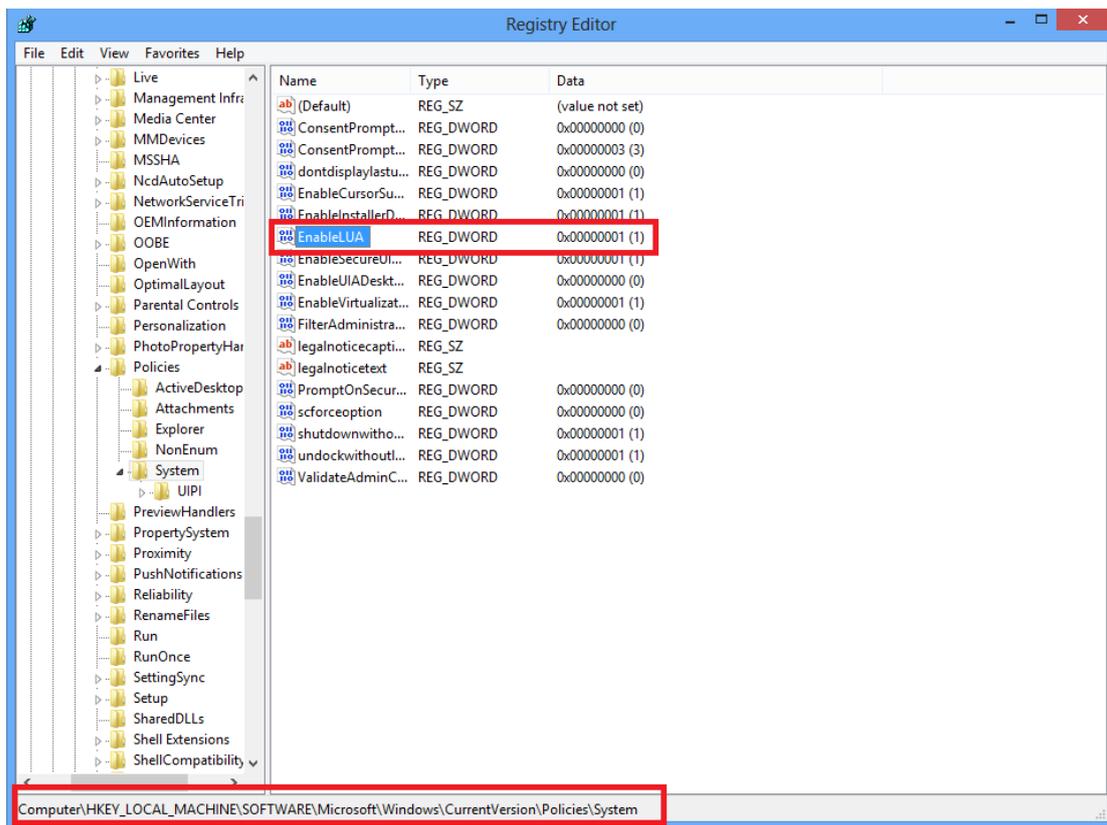
### 3. Cannot start DVR/NVR program on Windows 8 operating system

You can try to turn off UCA (User Account Control) by using registry editor.

- 1) Run registry editor (windows key + R) and regedit.exe. Click “OK”.

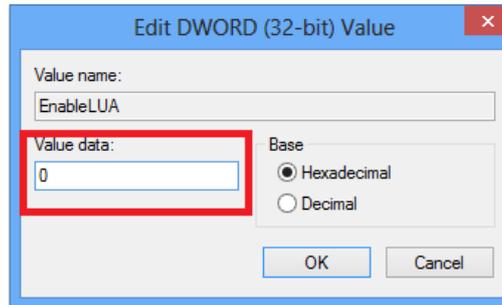


- 2) Navigate to the following key:  
“HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Policies\System”. Open “EnableLUA”.



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- 3) Change value "0" and click "OK".



- 4) You need to reboot your computer in order for these settings to work.

**Note: When UAC is turned off as above method, the Metro Apps will be not work.**

#### **4. Cannot see cameras on DVR/NVR live window as many as you added into DVR/NVR**

Check the license key activation status. (C:\Program Files\DVR\Main\Activate.exe) If you have not activate the license yet, please proceed with activation depending on your license type.

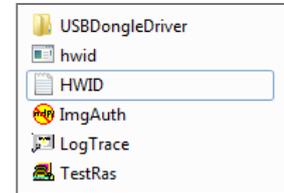
#### **5. Cannot see cameras on DVR/NVR live window using DIT-HD4 board**

- (1) Check connected cameras. DIT-HD4 board works with only HD-SDI cameras.
- (2) Make sure that install the same type cameras with DVR board, NTSC or PAL. It would be work abnormally if both signal are mixed up in one system.

## VCA

### 1. How to get HWID.txt file for VCA activation

- 32bit operating system:  
C:\Program Files\DVR\CommonFiles\Tools\hwid.exe
- 64bit operating system:  
C:\Program Files (x86)\DVR\CommonFiles\Tools\hwid.exe



Run hwid.exe program, then HWID.txt file appears soon.