
Troubleshooting: NVR/DVR Failure to Start

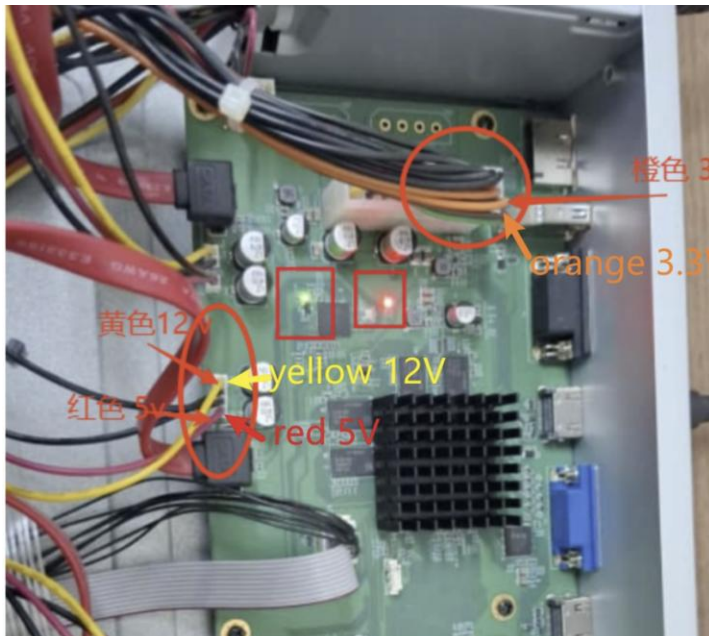
When an NVR or a DVR cannot start normally, we can use the following methods to gradually find out the cause.

1. Power Supply Issue



1.1 Power Supply Abnormality

- Check whether the power adapter is compatible (for example, 12V/48V input voltage is required), and avoid using non-original or falsely labeled power supplies.
- Test whether the power cord is in good contact and replace the power cord or adapter if necessary.



(board in the NVR3964)

1.2 Voltage Instability

- Low or fluctuating input voltage may cause the device to restart repeatedly. It is recommended to use a stabilized power supply.

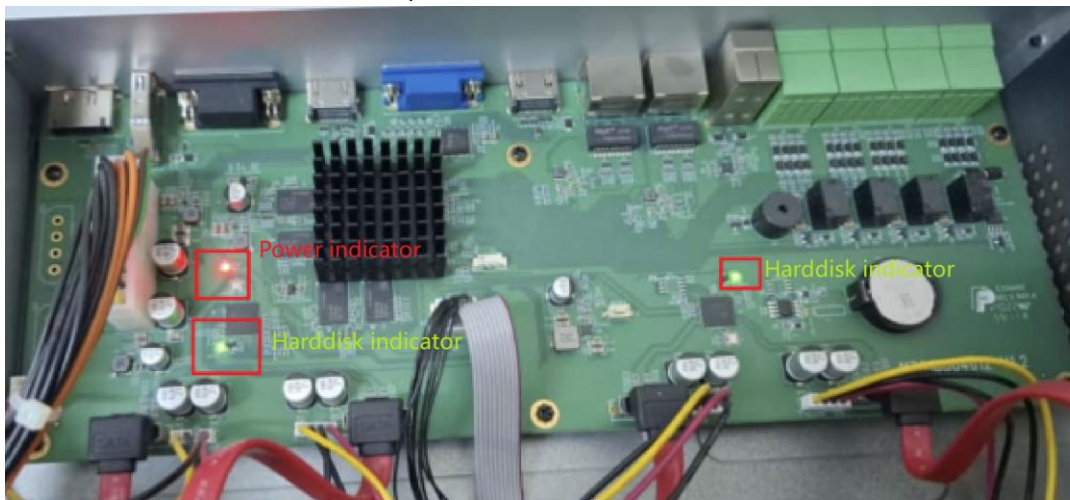
2. Hardware Failure

2.1 Mainboard may be damaged.

- If the power light is off or the computer does not respond when it is turned on, it may be because the motherboard capacitor is aging or damaged. You need to replace the motherboard diagnostic card for testing.
- Poor contact or damage to the hard disk can also cause startup failure. You can try to disconnect the hard disk and start the machine bare metal.

2.2 Hard disk Issue

- Bad sectors in the hard disk or SATA line failure may cause self-test failure. You need to check SMART information or replace the hard disk.



3. Firmware Issue

3.1 System Crash: Try to reboot the devices

3.2 Firmware Corruption

- Contact the technicians and try to solve the software problem by upgrading via USB flash drive.



4. Network and Configuration Issues

4.1 IP conflict or port error

4.2 The NVR/DVR's resolution and the Monitor's resolution do not match

- The display resolution must be within the range of resolutions supported by the DVR/NVR, otherwise the display will display a black screen or prompt you that the resolution does not match

5. Other Troubleshooting Suggestions

5.1 Indicator status: Determine the fault type based on the light

5.2 Temperature issue: If the temperature is too high (e.g. > 65°C), the device will shut down for protection.

If the above steps cannot solve the problem, it is recommended to contact the official technical support of your device.