Town of West Bridgewater
West Bridgewater, MA
Powered by Google

Victor Flaherty <vflaherty@wbpd.com>

Re: URGENT - LPR time stamp error -West Bridgewater PD

11 messages

Max.Alfieri <Max.Alfieri@hikvision.com> Tue, Mar 26, 2019 at 4:53 PM
To: Victor Flaherty <vflaherty@wbpd.com>
Cc: "Isaac.Shi" <shiyiting@hikvision.com>, "Armen.Barseghyan" <Armen.Barseghyan@hikvision.com>, "Mingran.Guo" <Mingran.Guo@hikvision.com>, "Andre.Greco" <Andre.Greco@hikvision.com>

Victor,

We will take care of it ASAP.

Thank you

Max Alfieri
SE Hikvision USA - New England
Cell: 339-201-0304
Tech support hotline: 909-612-9039

Sent from my Samsung Galaxy smartphone.

-------- Original message --------
From: Victor Flaherty <vflaherty@wbpd.com>
Date: 3/26/19 16:46 (GMT-05:00)
To: "Max.Alfieri" <Max.Alfieri@hikvision.com>
Cc: "Isaac.Shi" <shiyiting@hikvision.com>, "Armen.Barseghyan" <Armen.Barseghyan@hikvision.com>, "Mingran.Guo" <Mingran.Guo@hikvision.com>
Subject: Re: URGENT - LPR time stamp error

Max,

Just an update, the NVR is now 1/2 hour off Hik-Central. the gap is getting wider. see attached

Vic

On Tue, Mar 26, 2019 at 1:40 PM Max.Alfieri <Max.Alfieri@hikvision.com> wrote:

> Team,
>
> We keep having issues with West Bridgewater PD and Hikcentral.
>
> Now we have a 1 hour difference between the NVR and the LPR cameras(check the time and the pictures saved). I've already setup the DTS server + the DTS (daylight savings time), it was working this morning and now we have the issue again.
>
> Please support the Police ASAP! The Chief is here CC. The police needs the system to be perfect immediately due to pending investigations!
>
> Hikcentral IP: 50.237.236.25
>
> User: admin
>
> Password: Police2018!
>
> *NVR and cameras password is : Police2018 (without I)
>
> Please copy me or call me if further information are needed.
>
> Thank you all in advance.
>
> ***Max Alfieri***
>
> **Sales Engineer**
>
> ***RI, MA, ME, VT, NH*** – USA
>
> cid:storage_emulated_0_Download_logo_hikvision
>
> Cell: 339-201-0304
>
> Main: 909-895-0400
>
> Fax: 909-595-2788

Email: max.alfieri@hikvision.com

Cybersecurity-Hotline-866

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Hlk

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From: Victor Flaherty [mailto:vflaherty@wbpd.com]
Sent: Tuesday, March 26, 2019 1:18 PM
To: Max.Alfieri
Subject: Re: LPR time stamp error

Max,

Internet explorer worked. Times off again. Live screen states 12:48:03 plate reader on right shows 13:19:13 at same time

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On Tue, Mar 26, 2019 at 11:30 AM Max.Alfieri <Max.Alfieri@hikvision.com> wrote:

> Yes,
>
> Use internet explorer not Chrome (copy/paste the address).
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> Then it will work.
>
> ***Max Alfieri***
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From: Victor Flaherty [mailto:vflaherty@wbpd.com]
Sent: Tuesday, March 26, 2019 9:59 AM
To: Max.Alfieri
Subject: Re: LPR time stamp error

Max,

I went to the Web client physical view, see Police NVR, open using the configuration wheel (far right), select vehicle detection and select LPR Rt 106 west and I see the yellow lines but unable to see the detection as a NOTE comes up Live view failed. So I can't see how the camera is working. Suggestions??

Vic

On Tue, Mar 26, 2019 at 9:10 AM Victor Flaherty <vflaherty@wbpd.com> wrote:

> Max,
>
> Nothing should have changed. I will look at that camera
>
> Thanks
>
> Vic
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> On Tue, Mar 26, 2019 at 9:08 AM Max.Alfieri <Max.Alfieri@hikvision.com> wrote:
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> > Good morning Victor,
> >
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From: Victor Flaherty [mailto:vflaherty@wbpd.com]
Sent: Monday, March 25, 2019 1:08 PM
To: Max.Alfieri
Subject: Re: LPR time stamp error

Max, .

All set but I did that before. Isn't the Hik-central and the NVR linked for time settings? I must have changed the Hik-central before or the NVR time changed after I made the changes. I will continue to monitor..

Vic

On Mon, Mar 25, 2019 at 12:20 PM Max.Alfieri <Max.Alfieri@hikvision.com> wrote:

> Victor,
>
> Go to web client - physical view - you will see the NVR (DS-7716NI-I8) and on the right side a "gear" icon.
>
> Click on it and you will be prompted to the NVR webpage.
>
> On top right you'll see configuration (unless the oage will be already under such page), under GENERAL you have the time.
>
> Check the time savings or adjust the time manually.
>
> Please let me know if you did it or later, aftwr my meeting, i'll remote into it.
>
> Thank you
>
> Max Alfieri
> SE Hikvision USA - New England
> Cell: 339-201-0304
> Tech support hotline: 909-612-9039
>
> Sent from my Samsung Galaxy smartphone.
>
> -------- Original message --------
> From: Victor Flaherty <vflaherty@wbpd.com>
> Date: 3/25/19 11:32 (GMT-05:00)
> To: "Max.Alfieri" <Max.Alfieri@hikvision.com>
> Subject: Re: LPR time stamp error
>
> Max,

The NVR is off. Send me instructions on how to change it

Vic

On Mon, Mar 25, 2019 at 10:39 AM Max.Alfieri <Max.Alfieri@hikvision.com> wrote:

> Hi Victor,
>
> I see the issue.
>
> Did we setup the time after the 20th?
>
> Driving toward Springfield right now, please check if the plates captured this morning have the same time of the NVR, if not let me know.
>
> Thank you
>
> Max Alfieri
>
> SE Hikvision USA - New England
>
> Cell: 339-201-0304
>
> Tech support hotline: 909-612-9039
>
> Sent from my Samsung Galaxy smartphone.
>
> -------- Original message --------
>
> From: Victor Flaherty <vflaherty@wbpd.com>
>
> Date: 3/25/19 09:58 (GMT-05:00)
>
> To: "Max.Alfieri" <Max.Alfieri@hikvision.com>, Whitey Obrien <OSSYT@aol.com>
>
> Subject: Fwd: LPR time stamp error
>
> max,
>
> See below photo's. Appears the HikVision software is showing one time and the NVR is showing a second time. I thought they both got their time from the computer. Appears due to time change.
>
> Vic
>
> ---------- Forwarded message ---------
> From: **Jonathan Craven** <jcraven@wbpd.com>
> Date: Fri, Mar 22, 2019 at 4:39 PM
> Subject: LPR time stamp error
> To: Vic Flaherty <vflaherty@wbpd.com>
>
> Chief,
>
> Maybe you can forward this to Max. While doing my investigation into that vehicle from the other night I noticed that the time stamp on the actual image is an hour behind. Everything else is accurate to 21:01 but the time stamp says 20:01. I have attached a screen shot for them to look at. You probably wont be able to see it on your phone.
>
> Sgt Craven
>
> --
>
> Victor R. Flaherty Jr.
>
> Chief of Police
>
> West Bridgewater Police Dept.
>
> 508-894-1294

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Isaac.Shi <shiyiting@hikvision.com> Tue, Mar 26, 2019 at 4:58 PM
To: "Max.Alfieri" <Max.Alfieri@hikvision.com>, Victor Flaherty <vflaherty@wbpd.com>
Cc: "Armen.Barseghyan" <Armen.Barseghyan@hikvision.com>, "Mingran.Guo" <Mingran.Guo@hikvision.com>, "Andre.Greco" <Andre.Greco@hikvision.com>

Hello Max

Sorry for the late reply. I will check now.

[redacted]

Thanks

Best Regards！

Isaac.Shi

Technical Support Team

Email: **shiyiting@hikvision.com**

Address: **No.555 Qianmo Road, Binjiang District, Hangzhou 310052, China**

Hangzhou Hikvision Digital Technology Co.,Ltd.

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[Quoted text hidden]

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Cell: 339-201-0304

Main: 909-895-0400

Fax: 909-595-2788

Email: *max.alfieri@hikvision.com*

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I am login and checking. Will update soon

Thanks

Best Regards！

Isaac.Shi

Technical Support Team

Email: **shiyiting@hikvision.com**

Address: **No.555 Qianmo Road, Binjiang District, Hangzhou 310052, China**

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From: Max.Alfieri
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Cc: Isaac.Shi; Armen.Barseghyan; Mingran.Guo; Andre.Greco

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[Quoted text hidden]

Victor Flaherty <vflaherty@wbpd.com> Tue, Mar 26, 2019 at 5:07 PM
To: "Max.Alfieri" <Max.Alfieri@hikvision.com>
Cc: "Andre.Greco" <Andre.Greco@hikvision.com>, "Armen.Barseghyan" <Armen.Barseghyan@hikvision.com>, "Isaac.Shi" <shiyiting@hikvision.com>, "Mingran.Guo" <Mingran.Guo@hikvision.com>

Update me if this will screw up searching past dates and times for vehicles.
[Quoted text hidden]

Isaac.Shi <shiyiting@hikvision.com> Tue, Mar 26, 2019 at 5:09 PM
To: "Max.Alfieri" <Max.Alfieri@hikvision.com>, Victor Flaherty <vflaherty@wbpd.com>
Cc: "Armen.Barseghyan" <Armen.Barseghyan@hikvision.com>, "Mingran.Guo" <Mingran.Guo@hikvision.com>, "Andre.Greco" <Andre.Greco@hikvision.com>

Hello Max and Victor

What time zones for the HikCentral server PC, HikCentral Control Client and NVR?

Could I do a remote session to the HikCentral server?

Remote session:

https://hikvision.screenconnect.com/?Session=4d0b2e13-1b45-4e22-ad93-d5a60bef7e96

Or Team Viewer

Thanks

Best Regards！

Isaac.Shi

Technical Support Team

Email: **shiyiting@hikvision.com**

Address: **No.555 Qianmo Road, Binjiang District, Hangzhou 310052, China**

Hangzhou Hikvision Digital Technology Co.,Ltd.

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From: Max.Alfieri
Sent: Tuesday, March 26, 2019 4:54 PM
To: Victor Flaherty
Cc: Isaac.Shi; Armen.Barseghyan; Mingran.Guo; Andre.Greco

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[Quoted text hidden]
[Quoted text hidden]
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> [Quoted text hidden]
>
> 错误!未指定文件名。
>
> Cell: 339-201-0304
>
> Main: 909-895-0400
>
> Fax: 909-595-2788
>
> Email: *max.alfieri@hikvision.com*
>
> 错误!未指定文件名。
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> Visit our tech support website: http://tech.hikvisionusa.com
>
> **TechSupport Hotline**: (909) 612-9039
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>
> **From:** Victor Flaherty [mailto:vflaherty@wbpd.com]
> **Sent:** Tuesday, March 26, 2019 1:18 PM
> **To:** Max.Alfieri
> **Subject:** Re: LPR time stamp error
>
> Max,
>
> Internet explorer worked. Times off again. Live screen states 12:48:03 plate reader on right shows 13:19:13 at same time
>
> Vic
>
> On Tue, Mar 26, 2019 at 11:30 AM Max.Alfieri <Max.Alfieri@hikvision.com> wrote:
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> > Yes,
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> > Use internet explorer not Chrome (copy/paste the address).
> >
> > Then it will work.
> >
> > ***Max Alfieri***
> >
> > **Sales Engineer**
> >
> > ***RI, MA, ME, VT, NH*** – USA
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From: Victor Flaherty [mailto:vflaherty@wbpd.com]
Sent: Tuesday, March 26, 2019 9:59 AM
To: Max.Alfieri
Subject: Re: LPR time stamp error

Max,

I went to the Web client physical view, see Police NVR, open using the configuration wheel (far right), select vehicle detection and select LPR Rt 106 west and I see the yellow lines but unable to see the detection as a NOTE comes up Live view failed. So I can't see how the camera is working. Suggestions??

Vic

On Tue, Mar 26, 2019 at 9:10 AM Victor Flaherty <vflaherty@wbpd.com> wrote:

> Max,
>
> Nothing should have changed. I will look at that camera
>
> Thanks
>
> Vic
>
> On Tue, Mar 26, 2019 at 9:08 AM Max.Alfieri <Max.Alfieri@hikvision.com> wrote:
>
> > Good morning Victor,
> >
> > The cameras are all set now. I enabled the DTS (daylight savings time) on the NVR – under GENERAL – TIME SETTINGS.
> >
> > FYI – I noticed that RT 106 West was not performing as usually, but from here I can't access to the single camera. Did you guys changed the PTZ view of the camera?
> >
> > You can remote into the camera itself and see the "yellow lines" that define the detection area.
> >
> > Please let me know how it works out.
> >
> > Thank you and have a great day
> >
> > ***Max Alfieri***
> >
> > **Sales Engineer**
> >
> > ***RI, MA, ME, VT, NH*** – USA

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[Quoted text hidden]

Max.Alfieri <Max.Alfieri@hikvision.com> Tue, Mar 26, 2019 at 5:15 PM
To: "Isaac.Shi" <shiyiting@hikvision.com>, Victor Flaherty <vflaherty@wbpd.com>
Cc: "Armen.Barseghyan" <Armen.Barseghyan@hikvision.com>, "Mingran.Guo" <Mingran.Guo@hikvision.com>

Hi Isaac,

Time zone is eastern time (Boston area).

I am not at the police dept now. I will check to see if i can send you the TeamViewer credentials when i get back to my office.

Thank you,
[Quoted text hidden]

Isaac.Shi <shiyiting@hikvision.com> Tue, Mar 26, 2019 at 5:35 PM
To: "Max.Alfieri" <Max.Alfieri@hikvision.com>, Victor Flaherty <vflaherty@wbpd.com>
Cc: "Armen.Barseghyan" <Armen.Barseghyan@hikvision.com>, "Mingran.Guo" <Mingran.Guo@hikvision.com>

Hello Max and Victor

Thanks for the information.

I checked the time point on the device and found the NVR DST Bias was set to 30mins so that the NVR time was 30 mins slower than HikCentral.

I change it to 60mins so that NVR and HikCentral have the same time point.

Now it works normally and we can monitor for hours to confirm it can work well.

We need to make HikCentral time point be same with NVR so that the LPR data time point can work well.

If you have any questions, please let me know .

[Quoted text hidden]
[Quoted text hidden]

Victor Flaherty <vflaherty@wbpd.com> Tue, Mar 26, 2019 at 5:38 PM
To: "Isaac.Shi" <shiyiting@hikvision.com>
Cc: "Armen.Barseghyan" <Armen.Barseghyan@hikvision.com>, "Max.Alfieri" <Max.Alfieri@hikvision.com>, "Mingran.Guo" <Mingran.Guo@hikvision.com>

Will that change create any search issues
[Quoted text hidden]

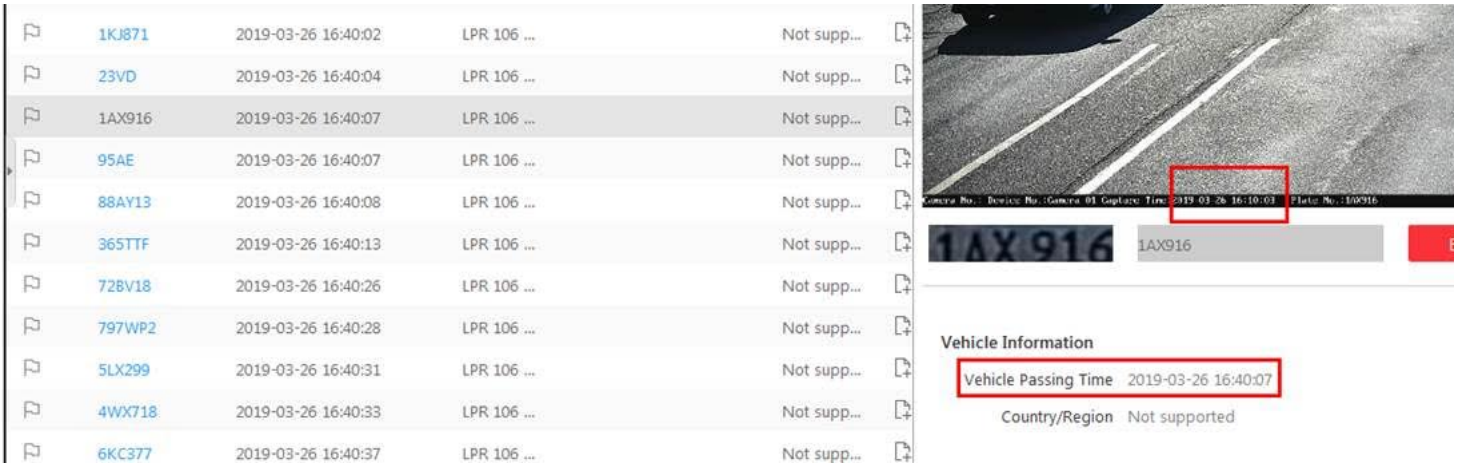
Isaac.Shi <shiyiting@hikvision.com> Tue, Mar 26, 2019 a
To: Victor Flaherty <vflaherty@wbpd.com>
Cc: "Armen.Barseghyan" <Armen.Barseghyan@hikvision.com>, "Max.Alfieri" <Max.Alfieri@hikvision.com>, "Mingran.Guo" <Mingran.Guo@hikvision.com>

Hello Victor

Do you mean the search issue caused by the time differences between HikCentral and devices?

HikCentreal searches the LPR records based on the time it received the record (HikCentreal server time point).

When the time point is different between HikCentreal and device, you will see a time point on the LPR picture(device time) and the other time point in the HikCentreal search list (HikCentreal s time)



Normally HikCentral server and LPR device are in the same time zone and they should have the same time points.

Thanks

Best Regards！

Isaac.Shi

Technical Support Team

Email: shiyiting@hikvision.com

Address: No.555 Qianmo Road, Binjiang District, Hangzhou 310052, China

Hangzhou Hikvision Digital Technology Co.,Ltd.

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Sent: Tuesday, March 26, 2019 5:38 PM
To: Isaac.Shi
Cc: Armen.Barseghyan; Max.Alfieri; Mingran.Guo
Subject: Re: URGENT - LPR time stamp error -West Bridgewater PD

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>
> **Isaac.Shi**
>
> ---
>
> **Technical Support Team**
>
> **Email:** shiyiting@hikvision.com
>
> **Address:** No.555 Qianmo Road, Binjiang District, Hangzhou 310052, China
>
> **Hangzhou Hikvision Digital Technology Co.,Ltd.**
>
> ---
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>
> ---
>
> **From:** Max.Alfieri
> **Sent:** Tuesday, March 26, 2019 5:15 PM
> **To:** Isaac.Shi; Victor Flaherty
> **Cc:** Armen.Barseghyan; Mingran.Guo
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>
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> I am not at the police dept now. I will check to see if i can send you the TeamViewer credentials when i get back to my office.
>
> Thank you,

Max Alfieri

SE Hikvision USA - New England

Cell: 339-201-0304

Tech support hotline: 909-612-9039

Sent from my Samsung Galaxy smartphone.

-------- Original message --------

From: "Isaac.Shi" <shiyiting@hikvision.com>

Date: 3/26/19 17:09 (GMT-05:00)

To: "Max.Alfieri" <Max.Alfieri@hikvision.com>, Victor Flaherty <vflaherty@wbpd.com>

Cc: "Armen.Barseghyan" <Armen.Barseghyan@hikvision.com>, "Mingran.Guo" <Mingran.Guo@hikvision.com>, "Andre.Greco" <Andre.Greco@hikvision.com>

Subject: RE: URGENT - LPR time stamp error -West Bridgewater PD

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Or Team Viewer

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Isaac.Shi

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Email: shiyiting@hikvision.com

Address: No.555 Qianmo Road, Binjiang District, Hangzhou 310052, China

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From: Max.Alfieri
Sent: Tuesday, March 26, 2019 4:54 PM
To: Victor Flaherty
Cc: Isaac.Shi; Armen.Barseghyan; Mingran.Guo; Andre.Greco
Subject: Re: URGENT - LPR time stamp error -West Bridgewater PD

Victor,

We will take care of it ASAP.

Thank you

Max Alfieri

SE Hikvision USA - New England

Cell: 339-201-0304

Tech support hotline: 909-612-9039

Sent from my Samsung Galaxy smartphone.

-------- Original message --------

From: Victor Flaherty <vflaherty@wbpd.com>

Date: 3/26/19 16:46 (GMT-05:00)

To: "Max.Alfieri" <Max.Alfieri@hikvision.com>

Cc: "Isaac.Shi" <shiyiting@hikvision.com>, "Armen.Barseghyan" <Armen.Barseghyan@hikvision.com>, "Mingran.Guo" <Mingran.Guo@hikvision.com>

Subject: Re: URGENT - LPR time stamp error

Max,

Just an update, the NVR is now 1/2 hour off Hik-Central. the gap is getting wider. see attached

Vic

On Tue, Mar 26, 2019 at 1:40 PM Max.Alfieri <Max.Alfieri@hikvision.com> wrote:

> Team,
>
> We keep having issues with West Bridgewater PD and Hikcentral.
>
> Now we have a 1 hour difference between the NVR and the LPR cameras(check the time and the pictures saved). I've already setup the DTS server + the DTS (daylight savings time was working this morning and now we have the issue again.
>
> Please support the Police ASAP! The Chief is here CC. The police needs the system to be perfect immediately due to pending investigations!
>
> Hikcentral IP: [redacted]
>
> User: [redacted]
>
> Password [redacted]
>
> *NVR and cameras password is [redacted]
>
> Please copy me or call me if further information are needed.
>
> Thank you all in advance.
>
> ***Max Alfieri***
>
> **Sales Engineer**
>
> ***RI, MA, ME, VT, NH*** – USA
>
> **错误!未指定文件名。**
>
> Cell: 339-201-0304
>
> Main: 909-895-0400
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> Fax: 909-595-2788
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> Email: *max.alfieri@hikvision.com*

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Internet explorer worked. Times off again. Live screen states 12:48:03 plate reader on right shows 13:19:13 at same time

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I went to the Web client physical view, see Police NVR, open using the configuration wheel (far right), select vehicle detection and select LPR Rt 106 west and I see the yellow line unable to see the detection as a NOTE comes up Live view failed. So I can't see how the camera is working. Suggestions??

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> Thanks
>
> Vic
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>
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> >
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From: Victor Flaherty [mailto:vflaherty@wbpd.com]
Sent: Monday, March 25, 2019 1:08 PM
To: Max.Alfieri
Subject: Re: LPR time stamp error

Max, .

All set but I did that before. Isn't the Hik-central and the NVR linked for time settings? I must have changed the Hik-central before or the NVR time changed after I made the changes. I will continue to monitor..

Vic

On Mon, Mar 25, 2019 at 12:20 PM Max.Alfieri <Max.Alfieri@hikvision.com> wrote:

> Victor,
>
> Go to web client - physical view - you will see the NVR (DS-7716NI-I8) and on the right side a "gear" icon.
>
> Click on it and you will be prompted to the NVR webpage.
>
> On top right you'll see configuration (unless the oage will be already under such page), under GENERAL you have the time.
>
> Check the time savings or adjust the time manually.
>
> Please let me know if you did it or later, aftwr my meeting, i'll remote into it.
>
> Thank you
>
> Max Alfieri
>
> SE Hikvision USA - New England
>
> Cell: 339-201-0304
>
> Tech support hotline: 909-612-9039
>
> Sent from my Samsung Galaxy smartphone.
>
> -------- Original message --------
>
> From: Victor Flaherty <vflaherty@wbpd.com>
>
> Date: 3/25/19 11:32 (GMT-05:00)
>
> To: "Max.Alfieri" <Max.Alfieri@hikvision.com>
>
> Subject: Re: LPR time stamp error
>
> Max,
>
> The NVR is off. Send me instructions on how to change it

Vic

On Mon, Mar 25, 2019 at 10:39 AM Max.Alfieri <Max.Alfieri@hikvision.com> wrote:

> Hi Victor,
>
> I see the issue.
>
> Did we setup the time after the 20th?
>
> Driving toward Springfield right now, please check if the plates captured this morning have the same time of the NVR, if not let me know.
>
> Thank you
>
> Max Alfieri
>
> SE Hikvision USA - New England
>
> Cell: 339-201-0304
>
> Tech support hotline: 909-612-9039
>
> Sent from my Samsung Galaxy smartphone.
>
> -------- Original message --------
>
> From: Victor Flaherty <vflaherty@wbpd.com>
>
> Date: 3/25/19 09:58 (GMT-05:00)
>
> To: "Max.Alfieri" <Max.Alfieri@hikvision.com>, Whitey Obrien <OSSYT@aol.com>
>
> Subject: Fwd: LPR time stamp error
>
> max,
>
> See below photo's. Appears the HikVision software is showing one time and the NVR is showing a second time. I thought they both got their time from the computer Appears due to time change.
>
> Vic
>
> ---------- Forwarded message ---------
> From: Jonathan Craven <jcraven@wbpd.com>
> Date: Fri, Mar 22, 2019 at 4:39 PM
> Subject: LPR time stamp error
> To: Vic Flaherty <vflaherty@wbpd.com>
>
> Chief,
>
> Maybe you can forward this to Max. While doing my investigation into that vehicle from the other night I noticed that the time stamp on the actual image is an hour behind Everything else is accurate to 21:01 but the time stamp says 20:01. I have attached a screen shot for them to look at. You probably wont be able to see it on your phone.
>
> Sgt Craven
>
> --
>
> Victor R. Flaherty Jr.
>
> Chief of Police
>
> West Bridgewater Police Dept.
>
> 508-894-1294

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--

Victor R. Flaherty Jr.

Chief of Police

West Bridgewater Police Dept.

508-894-1294

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--

Victor R. Flaherty Jr.

Chief of Police

West Bridgewater Police Dept.

508-894-1294

--

Victor R. Flaherty Jr.

Chief of Police

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Victor Flaherty <vflaherty@wbpd.com> Tue, Mar 26, 2019 at 6:14 PM
To: "Isaac.Shi" <shiyiting@hikvision.com>, "Max.Alfieri" <max.alfieri@hikvision.com>

Previously when we have had issues with time/date by us changing it to the correct date/time caused the system to rewrite over the information previously recorded. So we lost information.

So now hopefully with the NVR and Hik-Central time finally in sync we will not be questioned about the decrepancy by the courts during trial.

Vic
[Quoted text hidden]

Max.Alfieri <Max.Alfieri@hikvision.com> Wed, Mar 27, 201
To: Victor Flaherty <vflaherty@wbpd.com>, "Isaac.Shi" <shiyiting@hikvision.com>
Cc: "oss (ossyt@aol.com)" <ossyt@aol.com>

Good morning Victor,

I just checked the system and the time is ok on all cameras.

Thank you

Max Alfieri

Sales Engineer

RI, MA, ME, VT, NH – USA

HIKVISION

Cell: 339-201-0304

Main: 909-895-0400

Fax: 909-595-2788

Email: *max.alfieri@hikvision.com*

Visit our tech support website: http://tech.hikvisionusa.com

TechSupport Hotline: (909) 612-9039

Web: ***www.hikvision.com***

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From: Victor Flaherty [mailto:vflaherty@wbpd.com]
Sent: Tuesday, March 26, 2019 6:14 PM
To: Isaac.Shi; Max.Alfieri
Subject: Re: URGENT - LPR time stamp error -West Bridgewater PD

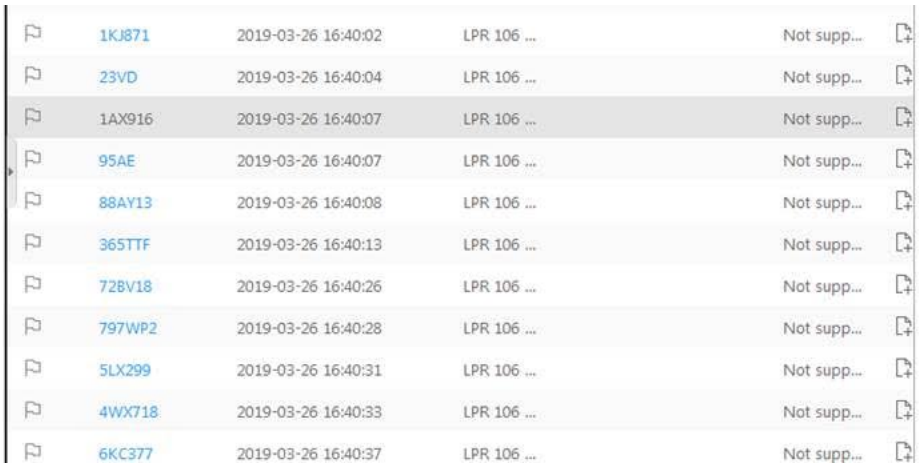
Previously when we have had issues with time/date by us changing it to the correct date/time caused the system to rewrite over the information previously recorded. So we lost information.

So now hopefully with the NVR and Hik-Central time finally in sync we will not be questioned about the decrepancy by the courts during trial.

Vic

On Tue, Mar 26, 2019 at 6:06 PM Isaac.Shi <shiyiting@hikvision.com> wrote:

> Hello Victor
>
> Do you mean the search issue caused by the time differences between HikCentral and devices?
>
> HikCentreal searches the LPR records based on the time it received the record (HikCentreal server time point).
>
> When the time point is different between HikCentreal and device, you will see a time point on the LPR picture(device time) and the other time point in the HikCentreal search list (HikCentrea time)



1KJ871	2019-03-26 16:40:02	LPR 106 ...	Not supp...	
23VD	2019-03-26 16:40:04	LPR 106 ...	Not supp...	
1AX916	2019-03-26 16:40:07	LPR 106 ...	Not supp...	
95AE	2019-03-26 16:40:07	LPR 106 ...	Not supp...	
88AY13	2019-03-26 16:40:08	LPR 106 ...	Not supp...	
365TTF	2019-03-26 16:40:13	LPR 106 ...	Not supp...	
72BV18	2019-03-26 16:40:26	LPR 106 ...	Not supp...	
797WP2	2019-03-26 16:40:28	LPR 106 ...	Not supp...	
5LX299	2019-03-26 16:40:31	LPR 106 ...	Not supp...	
4WX718	2019-03-26 16:40:33	LPR 106 ...	Not supp...	
6KC377	2019-03-26 16:40:37	LPR 106 ...	Not supp...	

Normally HikCentral server and LPR device are in the same time zone and they should have the same time points.

Thanks

Best Regards！

Isaac.Shi

Technical Support Team

Email: shiyiting@hikvision.com

Address: No.555 Qianmo Road, Binjiang District, Hangzhou 310052, China

Hangzhou Hikvision Digital Technology Co.,Ltd.

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From: Victor Flaherty [mailto:vflaherty@wbpd.com]
Sent: Tuesday, March 26, 2019 5:38 PM
To: Isaac.Shi
Cc: Armen.Barseghyan; Max.Alfieri; Mingran.Guo
Subject: Re: URGENT - LPR time stamp error -West Bridgewater PD

Will that change create any search issues

On Tue, Mar 26, 2019 at 5:36 PM Isaac.Shi <shiyiting@hikvision.com> wrote:

> Hello Max and Victor
>
> Thanks for the information.
>
> I checked the time point on the device and found the NVR DST Bias was set to 30mins so that the NVR time was 30 mins slower than HikCentral.
>
> I change it to 60mins so that NVR and HikCentral have the same time point.
>
> Now it works normally and we can monitor for hours to confirm it can work well.
>
>
>
>
> We need to make HikCentral time point be same with NVR so that the LPR data time point can work well.
>
> If you have any questions, please let me know .
>
> Thanks
>
> **Best Regards！**
>
> **Isaac.Shi**

Technical Support Team

Email: shiyiting@hikvision.com

Address: No.555 Qianmo Road, Binjiang District, Hangzhou 310052, China

Hangzhou Hikvision Digital Technology Co.,Ltd.

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From: Max.Alfieri
Sent: Tuesday, March 26, 2019 5:15 PM
To: Isaac.Shi; Victor Flaherty
Cc: Armen.Barseghyan; Mingran.Guo
Subject: Re: URGENT - LPR time stamp error -West Bridgewater PD

Hi Isaac,

Time zone is eastern time (Boston area).

I am not at the police dept now. I will check to see if i can send you the TeamViewer credentials when i get back to my office.

Thank you,

Max Alfieri

SE Hikvision USA - New England

Cell: 339-201-0304

Tech support hotline: 909-612-9039

Sent from my Samsung Galaxy smartphone.

-------- Original message --------

From: "Isaac.Shi" <shiyiting@hikvision.com>

Date: 3/26/19 17:09 (GMT-05:00)

To: "Max.Alfieri" <Max.Alfieri@hikvision.com>, Victor Flaherty <vflaherty@wbpd.com>

Cc: "Armen.Barseghyan" <Armen.Barseghyan@hikvision.com>, "Mingran.Guo" <Mingran.Guo@hikvision.com>, "Andre.Greco" <Andre.Greco@hikvision.com>

Subject: RE: URGENT - LPR time stamp error -West Bridgewater PD

Hello Max and Victor

What time zones for the HikCentral server PC, HikCentral Control Client and NVR?

Could I do a remote session to the HikCentral server?

Remote session:

https://hikvision.screenconnect.com/?Session=4d0b2e13-1b45-4e22-ad93-d5a60bef7e96

Or Team Viewer

Thanks

Best Regards !

Isaac.Shi

Technical Support Team

Email: shiyiting@hikvision.com

Address: No.555 Qianmo Road, Binjiang District, Hangzhou 310052, China

Hangzhou Hikvision Digital Technology Co.,Ltd.

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From: Max.Alfieri
Sent: Tuesday, March 26, 2019 4:54 PM
To: Victor Flaherty
Cc: Isaac.Shi; Armen.Barseghyan; Mingran.Guo; Andre.Greco
Subject: Re: URGENT - LPR time stamp error -West Bridgewater PD

Victor,

We will take care of it ASAP.

Thank you

Max Alfieri

SE Hikvision USA - New England

Cell: 339-201-0304

Tech support hotline: 909-612-9039

Sent from my Samsung Galaxy smartphone.

-------- Original message --------

From: Victor Flaherty <vflaherty@wbpd.com>

Date: 3/26/19 16:46 (GMT-05:00)

To: "Max.Alfieri" <Max.Alfieri@hikvision.com>

Cc: "Isaac.Shi" <shiyiting@hikvision.com>, "Armen.Barseghyan" <Armen.Barseghyan@hikvision.com>, "Mingran.Guo" <Mingran.Guo@hikvision.com>

Subject: Re: URGENT - LPR time stamp error

Max,

Just an update, the NVR is now 1/2 hour off Hik-Central. the gap is getting wider. see attached

Vic

On Tue, Mar 26, 2019 at 1:40 PM Max.Alfieri <Max.Alfieri@hikvision.com> wrote:

> Team,
>
> We keep having issues with West Bridgewater PD and Hikcentral.
>
> Now we have a 1 hour difference between the NVR and the LPR cameras(check the time and the pictures saved). I've already setup the DTS server + the DTS (daylight savings tir was working this morning and now we have the issue again.

Please support the Police ASAP! The Chief is here CC. The police needs the system to be perfect immediately due to pending investigations!

Hikcentral IP: [redacted]

User: [redacted]

Password: [redacted]!

*NVR and cameras password is [redacted]

Please copy me or call me if further information are needed.

Thank you all in advance.

Max Alfieri

Sales Engineer

RI, MA, ME, VT, NH – USA

错误!未指定文件名。

Cell: 339-201-0304

Main: 909-895-0400

Fax: 909-595-2788

Email: *max.alfieri@hikvision.com*

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From: Victor Flaherty [mailto:vflaherty@wbpd.com]
Sent: Tuesday, March 26, 2019 1:18 PM
To: Max.Alfieri
Subject: Re: LPR time stamp error

Max,

Internet explorer worked. Times off again. Live screen states 12:48:03 plate reader on right shows 13:19:13 at same time

Vic

On Tue, Mar 26, 2019 at 11:30 AM Max.Alfieri <Max.Alfieri@hikvision.com> wrote:

> Yes,
>
> Use internet explorer not Chrome (copy/paste the address).

Then it will work.

Max Alfieri

Sales Engineer

RI, MA, ME, VT, NH – USA

错误!未指定文件名。

Cell: 339-201-0304

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From: Victor Flaherty [mailto:vflaherty@wbpd.com]
Sent: Tuesday, March 26, 2019 9:59 AM
To: Max.Alfieri
Subject: Re: LPR time stamp error

Max,

I went to the Web client physical view, see Police NVR, open using the configuration wheel (far right), select vehicle detection and select LPR Rt 106 west and I see the yellow li unable to see the detection as a NOTE comes up Live view failed. So I can't see how the camera is working. Suggestions??

Vic

On Tue, Mar 26, 2019 at 9:10 AM Victor Flaherty <vflaherty@wbpd.com> wrote:

> Max,
>
> Nothing should have changed. I will look at that camera
>
> Thanks
>
> Vic
>
> On Tue, Mar 26, 2019 at 9:08 AM Max.Alfieri <Max.Alfieri@hikvision.com> wrote:
>
> > Good morning Victor,
> >
> > The cameras are all set now. I enabled the DTS (daylight savings time) on the NVR – under GENERAL – TIME SETTINGS.
> >
> > FYI – I noticed that RT 106 West was not performing as usually, but from here I can't access to the single camera. Did you guys changed the PTZ view of the camera?

You can remote into the camera itself and see the “yellow lines” that define the detection area.

Please let me know how it works out.

Thank you and have a great day

Max Alfieri

Sales Engineer

RI, MA, ME, VT, NH – USA

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Cell: 339-201-0304

Main: 909-895-0400

Fax: 909-595-2788

Email: *max.alfieri@hikvision.com*

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From: Victor Flaherty [mailto:vflaherty@wbpd.com]
Sent: Monday, March 25, 2019 1:08 PM
To: Max.Alfieri
Subject: Re: LPR time stamp error

Max, .

All set but I did that before. Isn't the Hik-central and the NVR linked for time settings? I must have changed the Hik-central before or the NVR time changed after I made the changes. I will continue to monitor..

Vic

On Mon, Mar 25, 2019 at 12:20 PM Max.Alfieri <Max.Alfieri@hikvision.com> wrote:

> Victor,
>
> Go to web client - physical view - you will see the NVR (DS-7716NI-I8) and on the right side a "gear" icon.
>
> Click on it and you will be prompted to the NVR webpage.
>
> On top right you'll see configuration (unless the oage will be already under such page), under GENERAL you have the time.

Check the time savings or adjust the time manually.

Please let me know if you did it or later, aftwr my meeting, i'll remote into it.

Thank you

Max Alfieri
SE Hikvision USA - New England
Cell: 339-201-0304
Tech support hotline: 909-612-9039

Sent from my Samsung Galaxy smartphone.

-------- Original message --------
From: Victor Flaherty <vflaherty@wbpd.com>
Date: 3/25/19 11:32 (GMT-05:00)
To: "Max.Alfieri" <Max.Alfieri@hikvision.com>
Subject: Re: LPR time stamp error

Max,
The NVR is off. Send me instructions on how to change it

Vic

On Mon, Mar 25, 2019 at 10:39 AM Max.Alfieri <Max.Alfieri@hikvision.com> wrote:

> Hi Victor,
>
> I see the issue.
>
> Did we setup the time after the 20th?
>
> Driving toward Springfield right now, please check if the plates captured this morning have the same time of the NVR, if not let me know.
>
> Thank you
>
> Max Alfieri
> SE Hikvision USA - New England
> Cell: 339-201-0304
> Tech support hotline: 909-612-9039
>
> Sent from my Samsung Galaxy smartphone.
>
> -------- Original message --------
> From: Victor Flaherty <vflaherty@wbpd.com>
> Date: 3/25/19 09:58 (GMT-05:00)
> To: "Max.Alfieri" <Max.Alfieri@hikvision.com>, Whitey Obrien <OSSYT@aol.com>
> Subject: Fwd: LPR time stamp error

max,

See below photo's. Appears the HikVision software is showing one time and the NVR is showing a second time. I thought they both got their time from the compu
Appears due to time change.

Vic

---------- Forwarded message ---------
From: Jonathan Craven <jcraven@wbpd.com>
Date: Fri, Mar 22, 2019 at 4:39 PM
Subject: LPR time stamp error
To: Vic Flaherty <vflaherty@wbpd.com>

Chief,

Maybe you can forward this to Max. While doing my investigation into that vehicle from the other night I noticed that the time stamp on the actual image is an hour beh
Everything else is accurate to 21:01 but the time stamp says 20:01. I have attached a screen shot for them to look at. You probably wont be able to see it on your phon

Sgt Craven

--

Victor R. Flaherty Jr.

Chief of Police

West Bridgewater Police Dept.

508-894-1294

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Victor R. Flaherty Jr.

Chief of Police

West Bridgewater Police Dept.

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Victor R. Flaherty Jr.

Chief of Police

West Bridgewater Police Dept.

508-894-1294

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Victor R. Flaherty Jr.

Chief of Police

West Bridgewater Police Dept.

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