Town of West Bridgewater
West Bridgewater, MA
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Victor Flaherty <vflaherty@wbpd.com>

URGENT - LPR time stamp error

3 messages

Max.Alfieri <Max.Alfieri@hikvision.com> Tue, Mar 26, 2019 at 1:39 PM
To: "Isaac.Shi" <shiyiting@hikvision.com>, "Armen.Barseghyan" <Armen.Barseghyan@hikvision.com>, "Mingran.Guo" <Mingran.Guo@hikvision.com>
Cc: Victor Flaherty <vflaherty@wbpd.com>

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: [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

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 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

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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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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.

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Victor R. Flaherty Jr.

Chief of Police

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Victor Flaherty <vflaherty@wbpd.com> Tue, Mar 26, 2019 at 4:44 PM
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>

Max,

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

Vic
[Quoted text hidden]

NVR date issue.pdf
1323K

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vflaherty@wbpd.com <vflaherty@wbpd.com> Tue, Mar 26, 2019 at 4:45 PM
To: Max.Alfieri@hikvision.com, Max.Alfieri@hikvision.com

Your message

To: Max.Alfieri@hikvision.com
Subject: URGENT - LPR time stamp error
Sent: 3/26/19, 1:39:33 PM AST

was read on 3/26/19, 4:45:59 PM AST