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

LPR time stamp error

11 messages

Jonathan Craven <jcraven@wbpd.com> Fri, Mar 22, 2019 at 4:37 PM
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

LPR error time stamp.PNG
127K

Victor Flaherty <vflaherty@wbpd.com> Mon, Mar 25, 2019 at 9:56 AM
To: "Max.Alfieri" <max.alfieri@hikvision.com>, Whitey Obrien <OSSYT@aol.com>

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
[Quoted text hidden]
--
Victor R. Flaherty Jr.
Chief of Police
West Bridgewater Police Dept.
508-894-1294

LPR error time stamp.PNG
127K

Max.Alfieri <Max.Alfieri@hikvision.com> Mon, Mar 25, 2019 at 10:39 AM
To: Victor Flaherty <vflaherty@wbpd.com>, Whitey Obrien <OSSYT@aol.com>

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.
[Quoted text hidden]

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Victor Flaherty <vflaherty@wbpd.com> Mon, Mar 25, 2019 at 11:30 AM
To: "Max.Alfieri" <Max.Alfieri@hikvision.com>

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

Vic
[Quoted text hidden]

Max.Alfieri <Max.Alfieri@hikvision.com> Mon, Mar 25, 2019 at 12:20 PM
To: Victor Flaherty <vflaherty@wbpd.com>

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.
[Quoted text hidden]

Victor Flaherty <vflaherty@wbpd.com> Mon, Mar 25, 2019 at 1:08 PM
To: "Max.Alfieri" <Max.Alfieri@hikvision.com>

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
[Quoted text hidden]

Max.Alfieri <Max.Alfieri@hikvision.com> Tue, Mar 26, 2019 at 9:07 AM
To: Victor Flaherty <vflaherty@wbpd.com>
Cc: "oss (ossyt@aol.com)" <ossyt@aol.com>

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

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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Victor Flaherty <vflaherty@wbpd.com> Tue, Mar 26, 2019 at 9:10 AM
To: "Max.Alfieri" <Max.Alfieri@hikvision.com>

Max,
Nothing should have changed. I will look at that camera

Thanks
Vic
[Quoted text hidden]

Victor Flaherty <vflaherty@wbpd.com> Tue, Mar 26, 2019 at 9:59 AM
To: "Max.Alfieri" <Max.Alfieri@hikvision.com>

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
[Quoted text hidden]

Max.Alfieri <Max.Alfieri@hikvision.com> Tue, Mar 26, 2019 at 11:22 AM
To: Victor Flaherty <vflaherty@wbpd.com>

Yes,

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

Then it will work.

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[Quoted text hidden]

Victor Flaherty <vflaherty@wbpd.com> Tue, Mar 26, 2019 at 1:17 PM
To: "Max.Alfieri" <Max.Alfieri@hikvision.com>

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
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