

How to Solve No Permission Issue on Local DVR/NVR

There are 2 cases of No Permission may show on Local DVR/NVR.

Case 1: When operating with non-admin account, the device shows no permission.

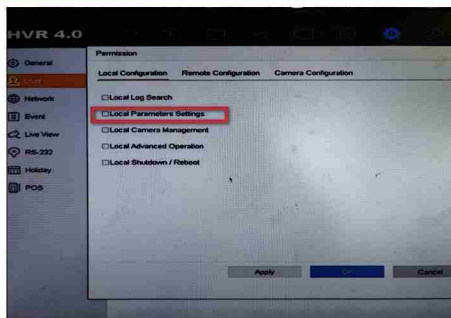
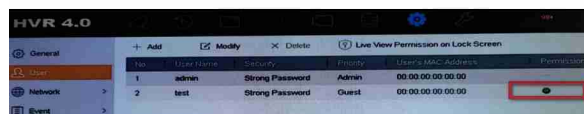
Issue Reason : Customer login with non admin user and the user does not have the permission.



Admin user could assign permissions to non-admin user, like the permission to watch live view, playback, modify device parameters and so on.

The troubleshooting steps are as below:

- 1) Login your device with admin user;
- 2) Go to Menu-Setting-User-Choose the right user -click the permission button to assign permission.



Case 2: Live view shows No Permission on lock screen while login with non-admin account.



Issue Reason : The admin user set live view permission for the selected cameras in lock status of device.

Note:

When admin user assign live view permission to the selected cameras, all the users will have the live view permission of the selected cameras.

For example, if admin user select D1, D2 camera, the user 'test' would have the local live view permission of D1 and D2, but could not view other cameras after login device.

You can go to Menu-Setting-User-Live View Permission on Lock Screen to choose cameras.

