



Network Surveillance Recorder

Release Note

Software Version 1.1.1

NSR-S10

Revision 1 (Last Modified: Feb. 3, 2011)

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1 NSR-S10 Features

Download the latest version of the NSR-S10 firmware from the following URL.

For details on how to update the firmware, refer to the operating instructions.

URL: <http://www.sony.co.jp/Products/NSR/NSR-S.zip>

You can verify the firmware version in the Readme.txt file that is created when you unzip the NSR-S.zip file.

1-1 Features Added in Version 1.1.1

No additional features in Version 1.1.1. Please refer to 4-1 Limitations that have been resolved in version 1.1.1.

1-2 The NSR-S10 WebViewer and the NSR-S Viewer Supported Platforms

1-2-1 Supported operating systems

The NSR-S10 WebViewer and the NSR-S Viewer have been verified to run under the following operating systems. They support both 32-bit and 64-bit versions.

Windows 7 Professional

Windows Vista Business Service Pack 2

Windows XP Professional Service Pack 3

Note

- WebViewer supports version 7 and 8 of the Internet Explorer Web browser. Note that only the 32-bit version, not the 64-bit version, of the Internet Explorer is supported.

1-2-2 System Requirements

1-2-2-1 CPU

Pentium 4 3.0 GHz or better

1-2-2-2 Video cards

1024 x 768 pixels (32-bit color) or more

128 MB video memory and DirectDraw Capability

1-2-2-3 Network interface

100BASE-TX or better

1-2-2-4 Memory

1 GB or more

1-3 Recommended External Storage Device

Operation has been verified with the following SATA storage device.

PROMISE TECHNOLOGY, INC. SmartStor DS4600

Note

- Up to 2 TB is supported for external storage device capacities.

1-4 Information on supported cameras

Camera model	Version	Recording (default value)				Display (default value)				Motion detection															
		Resolution	Frame rate	Bitrate	Codec	Resolution	Frame rate	Bitrate	Codec																
SNC-CH140	v1.11 or higher	720p	10fps	2Mbps	H.264 *1	640x480				On camera															
SNC-DH140																									
SNC-DH140T																									
SNC-CH180																									
SNC-DH180																									
SNC-CH240	v1.11 or higher	Full-HD	10fps	3Mbps							640x368	15fps	1Mbps	MPEG-4	On NSR										
SNC-DH240																									
SNC-DH240T																									
SNC-CH280																									
SNC-DH280																									
SNC-CH120	v1.12 or higher	720p	10fps	2Mbps *5		640x480																			
SNC-DH120																									
SNC-DH120T																									
SNC-CH160																									
SNC-DH160																									
SNC-CH220	v1.23 or higher	Full-HD	10fps	3Mbps *5												640x368	15fps	1Mbps	MPEG-4	On NSR					
SNC-DH220																									
SNC-DH220T																									
SNC-CH260																									
SNC-DH260																									
SNC-CH110	v1.27 or higher	720p	10fps	2Mbps *5		640x480																			
SNC-DH110																									
SNC-DH110T																									
SNC-CH210	v1.27 or higher	Full-HD	10fps	3Mbps *5							640x480	15fps:NTSC, 12fps:PAL													
SNC-DH210																									
SNC-DH210T																									
SNT-EX101	v1.10 or higher *4	704x576	15fps:NTSC, 12fps:PAL	1Mbps																	640x480	15fps:NTSC, 12fps:PAL			On SNT
SNT-EX101E																									
SNT-EP104																									
SNT-EX104																									
SNC-RZ50N	v2.43 or higher	704x480	15fps	1Mbps	MPEG-4 *2	Same as during recording *2				On camera															
SNC-RZ50P	v2.43 or higher	704x576	12fps																						
SNC-RZ25N	v1.30 or higher	640x480	15fps	1Mbps	MPEG-4 *3	Same as during recording				On camera															
SNC-RZ25P																									

Note

Camera setup and operating precautions are described in the following sections. For details on other restrictions and precautions, refer to the operating instructions and release notes supplied with the camera.

- Make the required settings on the NSR-S10 to change camera resolution, compression format and other video codec values. Changing camera settings using a Web browser is an operation that is not guaranteed to work. (S10:10)

- A camera that supports audio recording will deliver an audio stream at all times. However, to record audio the “Enable Audio” check box must also be selected.

(S10:61)

*1 The NSR-S10 captures video from these camera models at all times regardless of whether recording is set. To perform only color monitoring, the bit rate of recorded video must be considered in calculating network bandwidth. (S10:55)

*2 The recording and display settings for the SNC-RZ50 must be set to the same values. As selecting H.264 for the codec disables motion detection, using JPEG or MPEG4 is recommended. (S10:32)

*3 As selecting MJPEG for the codec disables motion detection on the SNC-RZ25, using MPEG4 is recommended. When MPEG4 is used and the resolution is set to VGA, the maximum frame rate that is output is 15fps.

*4 They do not support SNT-EX/EP series v1.20. (S10:111)

*5 When MJPEG is selected for the codec on these models, the video quality will be fixed at 5.

2 Important Information

2-1 Setup screen

- Alarm setting

The NSR-S10 generates an error message, "Free space on disk insufficient for recording", to notify the user when it detects a hard disk error. Make the following setting to output a warning sound (beep sound) simultaneously with the error message. In the "Alarm Setting" screen, add an alarm and select "Hard disk failed" under "Abnormal Event" as trigger and select "Play Warning Sound" under "Action." (S10:87)

- Recording schedule setting

The "Recording Setting" screen of the NSR-S10 provides three recording modes: [Continuous Recording], [Motion Recording] and [No Recording]. The "Recording Setting" screen allows you to select one recording mode. Click the [Detail] button to combine the three recording modes in setting a weekly schedule. For example, it is possible to set [Continuous Recording] for daytime on weekdays, [Motion Recording] for nighttime and [No Recording] for weekends.

Recording set with this function is enabled by clicking the Record button in the LIVE screen or when [Auto Record after system boot up] is selected in the "System Setting" screen.

You can also set special times and periods when recording is not performed or when restarting and alarms are disabled. Click [Schedule] in the "Recording Setting" screen to set a schedule. Setting [Recording] duration in a schedule setting allows you to set when recording will be performed for recording mode set in [Recording setting].

(S10:15,130)

- Alarm recording

The NSR-S10 allows you not only to perform motion recording using a single camera but combine it with motion recording, sensor input and other conditions involving other cameras. To do this, select [No Recording] in "Recording Setting" and set alarm recording under [Action] on the "Alarm Setting" screen. (S10:85)

- The "Stop Recording and Unmount Drive" action in the "Alarm Setting" screen is not available on models with built-in hard disks.

- Although recording is performed prior to motion detection or a trigger event in motion recording or recording set to be triggered by an alarm, memory buffer constraints in the NSR-S10 may reduce recording to a maximum of 1 fps (1 frame per second) before recording caused by motion detection or triggered by an alarm. (S10:86)

The recording duration prior to motion detection and occurrence of a trigger event can be set to up to 10 seconds in the "Setting Screen," but note that the maximum duration of recording will vary with camera resolution and bit rate settings. Use the following recording durations as a guide.

1920 x 1080/3073 kbps: 2 to 3 seconds

1280 x 720/2048 kbps: 4 to 5 seconds

640 x 480/1024 kbps: 8 to 10 seconds

2-2 "Main" screen: LIVE

- Releasing alarm settings

To cancel the warning sound, click the [Alarm] button in the LIVE screen and click the [Reset] button in the "Alarm Status" screen. However, if a hard disk error or other factor that acts as alarm trigger persists, an alarm will be output again one minute after clicking the [Reset] button. To prevent repeated activation of the warning sound deselect the required check box in the "Alarm Setting" screen.

When Send E-Mail is selected under alarm, one email will be sent every minute until the event selected as trigger is cancelled. To stop sending email, deselect "Send E-Mail" in the "Alarm Setting" screen. (S10:87)

2-3 Main" screen: PLAYBACK

- If a momentary power loss occurs that is the result of a power outage and not by turning off the power from the screen, it may not be possible to play back video for the time period before and after the momentary power loss (from 00 to 59 minutes). Since video that cannot be played back on the NSR may be viewable externally using NSR-S Viewer, export the problem footage you want to play back using Backup in the PLAYBACK screen and check using the NSR-S Viewer. (S10:57)

2-4 NSR-S Viewer

- Recorded video files exported to an external USB flash memory device using [Backup] or [Output Video Clip] in the PLAYBACK screen can be viewed using the NSR-S Viewer, which is exported with the video files. Start up the "NSR-S Viewer_launcher.exe" in the Backup folder exported to the memory device. For details on using NSR-S Viewer, refer to “5-1 NSR-S Viewer Operating Procedures.”

- When creating AVI files from [Output Video Clip] with the NSR-S Viewer, processing may stop when the following error message appears.

"File exporting failed !!!"

Should this happen, start up NSR-S Viewer using administrator privileges and use [Output Video Clip] to create an AVI file. This operation will install the codec required to create an AVI file. When an AVI file has been created and the codec has been installed, you will not have to start up using administrator privileges next time.

(S10:129)

In Windows XP, the user should log in with administrator privileges and execute [Output Video Clip] in NSR-S Viewer.

Windows Vista and Windows 7, right-click the icon and select "Run as Administrator" to start up NSR-S Viewer with administrator privileges.

2-5 WebViewer

- Administrator privileges are required to run WebViewer. (S10:64)

In Windows XP, a user with administrator privileges must log on to connect to WebViewer from Internet Explorer.

In Windows Vista and Windows 7, a user with administrator privileges must run Internet Explorer to connect to WebViewer. Use the following method for connection.

- Lowering the UAC level of a user

In User Accounts in the Control Panel, do the following, then restart the PC and log onto Windows using an administrator account before starting up Internet Explorer.

Windows Vista:

Select "Disable" for "Enable or Disable User Account Control"

Windows 7:

In [Change User Account Control Settings], drag the slider all the way to the bottom

Note

If Internet Explorer is started up without administrator privileges, Internet Explorer will freeze when NSR-S10 is accessed. Should this occur, force quit Internet Explorer or restart the PC.

After making a connection without administrator privileges, delete the files given below from Program Files on the C drive. Then start up Internet Explorer with administrator privileges and connect to the NSR-S10.

C:\Program Files\remoteAP

3 Precautions

3-1 Setting screen

- Only an external hard disk or external e-SATA storage device can be added to the storage path of the NSR-S10. A USB flash memory device formatted on the NSR-S10 cannot be used for importing in Windows as the file format differs. To enable use with Windows, a memory device formatted on the NSR-S10 will have to be reformatted on the destination device. For details, read the operating instructions supplied with the USB flash memory device. (S10:5)

- Importing using the configuration in system settings will overwrite the NSR-S10 configuration file data. Then system configuration file data not included in the imported configuration file will not be overwritten. For example,

No.1=Camera A

No.2=None

No.3=Camera C

No.4=None

importing a configuration file like the one above

No.1=Camera1

No.2=Camera2

No.3=Camera3

No.4=Camera4

into an NSR-S10 configured as above will overwrite the following configuration file data.

No.1=Camera A

No.2=Camera2

No.3=Camera C

No.4=Camera4

To obtain the same configuration data as the NSR-S10 whose configuration file is exported, delete all user information other than camera, alarm and admin/user data before importing the configuration file. (S10:115)

- The internal clock in the NSR-S10 will over time become inaccurate. When precise time is necessary, set the NTP server from the "System Setting" screen. (S10:40)

- The SNC-RZ25/RZ50 use a single video stream for recording and display. Although the "Advanced IP Camera Setting" screen may show display settings that differ from the recording settings, they are actually identical to the recording settings. (S10:30,46)
- SMTP authentication is supported only for AUTH LOGIN. (S10:4)
- The NSR-S10 is supplied with two registered user accounts, admin and user. Starting up the NSR-S10 will automatically log on to the NSR as admin. To log on as user, first log in as admin and edit user in the user settings to change the password. (S10:117)
- At startup, the NSR-S10 has a function that causes it to automatically register the factory defaults of the camera. If the factory default IP address is used for registering the camera in the IP Camera Settings instead of using automatic registration, the NSR-S10 will again attempt to automatically register the camera at next startup. To prevent this from happening, change and register the following factory defaults. (S10:43)
 - SNC-RZ25/RZ50: 192.168.0.100
 - Other cameras: DHCP
- When a camera has been registered from the "IP Camera Settings" screen instead of using automatic registration, open the "Camera Setting" screen, confirm that "Display" and "Enable Audio" are deselected before selecting "Display" to view video from the camera. To record audio, also select "Enable Audio." (S10:95)
- Manual registration with some cameras will automatically use the camera video settings. After registering the camera, click the [Details] button in Camera Setting to open the "Advanced IP Camera Setting" screen and check the settings. Clicking the [Default] button in this screen returns the settings to their default values. Then click [OK] to make camera settings. (S10:144)

3-2 "Main" screen: LIVE

- The NSR-S10 allows you to control the pan, tilt and zoom functions of the SNC-RZ25/RZ50 cameras in the LIVE screen using a mouse or remote control. It also allows you to move these cameras to Preset positions using a mouse or remote commander. Since precise pan and tilt control is not possible, it is recommended to use a Web browser to register Preset positions in the camera. (S10:63)

- Playing from Event History

In the User's Guide, the section "Playing from Event History" under "Playing Recorded Images" states that clicking the [Alarm] button in the LIVE screen will play back the event history, however, playback from the "Alarm Status" screen is not possible. (S10:123)

Perform the steps below to play back from Event History.

1. In the LIVE screen, click the [Event Log] button to open the event log and double click a log to play it back.
2. Use the [Event Search] button in the PLAYBACK screen to search events.
 - 2-1. Select "Output Event List" to search and click the Event History list to play.
 - 2-2. Deselect "Output Event List" to search, select the start time of an event in [Next Event] and click the Play button to play it back.
3. In the PLAYBACK screen, click the [Event Log] button to open the event log and play back from the log.

3-3 "Main" screen: PLAYBACK

- [Next Event] becomes available after searching Event History using Event Search. (S10:54)

Event Search provides two methods of playback. Open the Event History list and play back from the list or use [Next Event] to play back the search results in order.

1. To display an Event History list, select "Output Event List" in the event search settings in Event Search.
2. To use [Next Event] to play back search results in order, deselect "Output Event List."

Note

When there are multiple events in the same time period (for example, during one hour from 10:00 to 10:59), clicking [Next Event] and moving the time display to the time of an event, the display may only show a still image of the first event for that time period.

Click the Play button to play back the event. (S10:123)

3-4 NSR-S Viewer

- In the NSR-S Viewer, be sure to select "Include audio" to output sound when using "Output Video Clip" to output video that contains recorded audio.

Note that there is no "Include audio" check box for MPEG4 output and audio output is not available. (S10:141)

3-5 WebViewer

- A PC running WebViewer allows you to record AVI video files. However, no audio is recorded and you will have to use the NSR-S10 to record audio. (S10:74)

3-6 Other Details

- If any of the characters listed below are used in a filename when reading or writing a Configuration File, Output Video Clip and other files, the file read/write operation could end in an error even if it appeared to end normally. Do not use any of the following characters in a filename. (S10:124)

* ? > < ; & ! [] | \ ' " ` () { } + -

- The WebViewer functions for recording video on a PC and the "Output Video Clip" function in NSR-S Viewer allow you to record AVI files. However, note that attempts to play back AVI files using Windows Media Player in a Web browser connection to a Sony camera may result in an SNCVideo.dll error and prevent playback. (S10:75)
Should this happen, download SNCVideo.zip from the URL below, read the Readme.txt file in the decompressed folder and replace the SNCVideo.dll.

URL: <http://www.sony.co.jp/Products/NSR/SNCVideo.zip>

4 Limitations

4-1 Limitations that have been resolved in version 1.1.1

- When an unformatted HDD was connected to the unit, it could not be formatted and added as a storage location because it was not displayed in the Disk Management window of the System Setting. (S10:177)

This issue has been solved.

4-2 Existing limitations

4-2-1 Setting screen

- Be sure to enter the e-mail destination for Send E-Mail in the Alarm Setting. If only the CC field but not the destination is entered, no e-mail will be sent. (S10:102)
Snapshot under Detail represents a future function that is not currently available. (S10:47)

- If camera connection is interrupted when motion recording or alarm recording using motion detection as a trigger is set on the camera and the camera is set up to detect motion, the NSR-S10 may erroneously "think" that motion was detected and start recording even when the camera has not captured any video.
Stop recording on a camera where an interrupted connection during motion recording or alarm recording started recording. (S10:137)

- Although the network settings provide a "Remote Update Configuration" port setting, the NSR does not currently support a remote update function. (S10:109)

4-2-2 "Main" screen: LIVE

- POS Viewer in the Event Log Viewer represents a future expansion and is not currently available. (S10:53)

4-2-3 "Main" screen: PLAYBACK

- Playback mode in the system settings determines where playback starts when the [PLAYBACK] button is clicked. When "Play the last file" is selected in playback mode, opening the [PLAYBACK] screen will show that the last file that was played is selected. (S10:122)
- Performing reverse play in the PLAYBACK screen will display only I frames for MPEG-4 and H.264 and extend the screen refresh cycle. Since reverse playback at x1

and x2 in the 2x2 screen layout may slow down screen refresh, it is recommended that confirmation using reverse playback should be performed in a 1 x 1 screen layout.

(S10:77)

4-2-4 WebViewer

- WebViewer does not support connections made via an HTTP Proxy. In Internet Explorer, set a direct connection and not a Proxy connection. (S10:80)


4-2-5 Other Details

- The unit cannot detect an USB device which is inserted in the USB slot properly when an unformatted HDD is connected. To avoid this, disconnect or format the HDD, and the USB device will be correctly detected. (S10:178)
- The NSR supports only English 101/104 keyboards although there are various country-specific keyboard layouts in the world. With respect to other country-specific symbols on your keyboard, those can be used only in the range of English 101/104. Use of a software keyboard is recommended for entry of symbols, etc. (S10:48)

5 Note

5-1 NRS-S Viewer Operating Procedures

5-1-1 Operating Procedures

1. Insert the USB flash memory device containing the video exported from NSR-S10 in the PC.
2. Copy the "Backup" folder on the USB flash memory device to the PC.
If you start up NSR-S Viewer directly from the USB flash memory device, the files may not load to the date/time selection screen properly. Therefore, copying to the PC is recommended.
3. Double click the  NSR-S Viewer_launcher.exe icon in the "Backup" folder device to start up NSR-S Viewer.
4. Select the video in the "Video Playback Date/Time Selection" screen.
5. Use NSR-S Viewer to play the video.

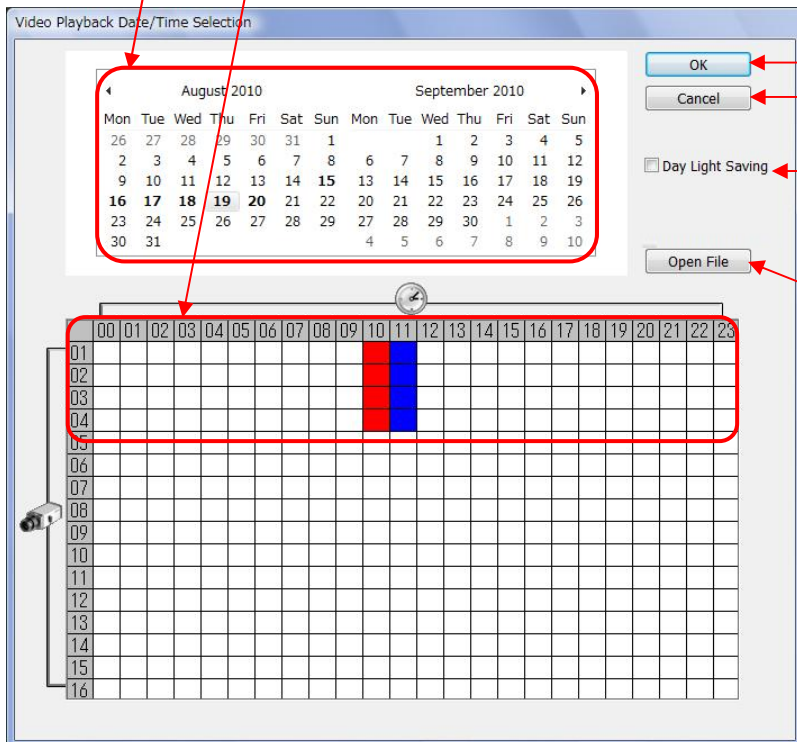
5-1-2 Description of screen functions

"Video Playback Date/Time Selection" screen

Select day (days with video recording appear in bold)

Select time (blue indicates time when video was recorded; changes to orange when selected)

Horizontal axis: Time (00 to 23:00), vertical axis: camera number



OK

Cancel

☐ Day Light Saving

Open File

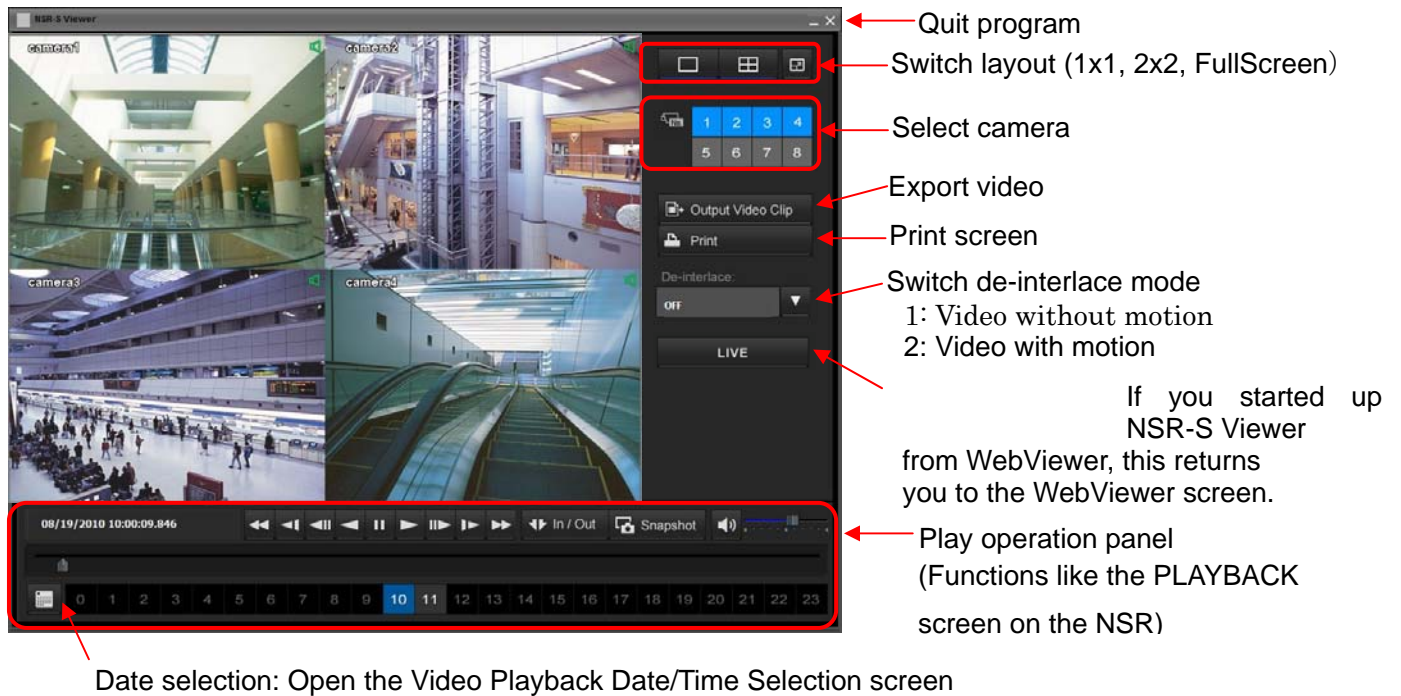
Open video for the selected date

Close this screen

Select this check box to display videos during daylight saving time.

When the exported video does not show the date, use this button to directly open the file.

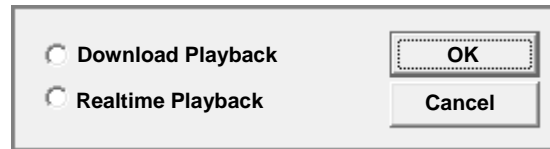
"NSR-S Viewer" screen



5-1-3 Starting up from WebViewer

You can play back video recorded on the NSR-S10 unit by downloading NSR-S Viewer from the NSR-S10 unit onto the PC that is running WebViewer.

When you click the [PLAYBACK] button in the WebViewer screen, a selection screen with two playback options appears.



Note

- When using WebViewer, refer to the important information in “2-5 WebViewer.”
- Downloading NSR-S Viewer from the NSR-S10 unit may take several tens of seconds.

5-1-3-1 Realtime Playback

Receive recorded video streams from the NSR-S10 unit. When using this option, you can select any camera and time period to perform playback. However, you cannot export video.

5-1-3-2 Download Playback

Download a video recorded with a specific camera and during a specific time period from the NSR-S10 unit onto the PC for playback. When you select the camera and the date and time, 16 thumbnail images appear. Click the image you want to play back to place a red frame around it, and then double-click the image to start playback.

When using this option, you can perform playback controls such as rewind, configure In/Out points, and export video.

Tip

- As you cannot switch cameras and time periods during playback with Download Playback, it is recommended that you verify recorded videos using Realtime Playback first, and then use Download Playback when video export is necessary.

6 Histories of additional features

6-1 Features Added in Version 1.1.0

6-1-1 Expanded camera support

The following network cameras are now supported.

SNC-CH110, SNC-DH110, SNC-DH110T, SNC-DH210, SNC-DH210T,
SNC-CH220, SNC-DH220, SNC-DH220T, SNC-CH260, SNC-DH260

6-1-2 Remote playback function

You can now play back video recorded on the NSR-S10 unit from WebViewer.

When you click the [PLAYBACK] button on the WebViewer screen, NSR-S Viewer is downloaded onto the PC from the NSR-S10 unit. For details on using NSR-S Viewer, refer to “5-1 NSR-S Viewer Operating Procedures.”

Note

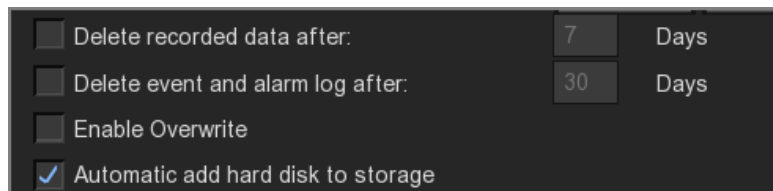
- When using WebViewer, please refer to the important information in “2-5 WebViewer.”
- Downloading NSR-S Viewer from the NSR-S10 unit may take several tens of seconds.

6-1-3 Language support

Traditional Chinese, Korean, Dutch, and Brazilian Portuguese languages are now supported.

6-1-4 Auto add function for external storage

For models without a built-in hard disk, a function that automatically adds external storage locations when you connect them to the NSR-S10 unit has been added. To do so, select the “Automatic add hard disk to storage” check box in the “System Setting” screen. A beep sound will be emitted for 30 seconds to notify you when a storage location has been added.



Tip

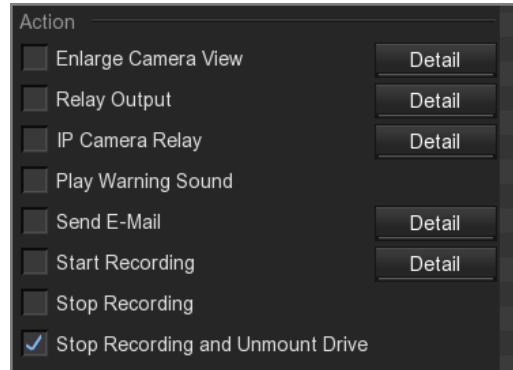
- Although you will be notified by beep sound when an external storage location has been added and recording starts, if you are using the unit without a monitor connected, it is recommended that you also confirm whether data is being written to the disk by checking whether the HDD LED on the front of the unit is flashing.

6-1-5 Unmounting function for external storage via alarm action

For models without a built-in hard disk, a function that unmounts external storage drives according to “Alarm Setting” actions has been added.

When you select the “Stop Recording and Unmount Drive” check box in the “Alarm Setting” screen, the drive will be unmounted when an alarm trigger occurs.

A beep sound will be emitted for 30 seconds to notify you when a drive has been unmounted.



Note

- This action is not available on models with built-in hard disks.

6-1-6 Snapshot image size

You can now capture still-image Snapshots in the PLAYBACK screen in sizes other than 800x600.

- Main screen of the unit: The image is captured in a size that matches the camera's resolution.
However, 1920x1080 resolution will be captured in 1920x1088 size.
- Remote Playback: When the camera's resolution is higher than 800x600, the image will be captured in a size that matches the camera's resolution. When the resolution is 800x600 or lower, the image will be captured in 800x600 size.

7 Histories of resolved limitations

7-1 Limitations that have been resolved in version 1.1.0

- The problem concerning motion detection areas, sensitivity, and other settings being reset to default values when the camera and recorder are restarted has been resolved. (S10:59)
- Turning the power off using the power button on the rear of the unit previously required password authentication. You can now turn off the unit without password authentication. (S10:76)
- Previously, only events for sensor inputs from the NSR-S10 unit were recorded in the “Event Log,” and events for sensor inputs from cameras were not recorded and could not be searched with “Event Search.” This problem has been resolved. (S10:83)
- Previously, when you changed the layout between 1 x 1 and 2 x 2 while paused in the PLAYBACK screen, the time at which you were paused shifted slightly. This problem has been resolved. (S10:134)
- Previously, when an action that uses IP Camera Relay was configured in “Alarm Setting,” incorrect ON/OFF switching occurred for relays on camera models with two or more relays. This problem has been resolved. (S10:164)
- Previously, even when a user account was created without recording permissions granted in the Control Permissions for “User Setting,” that user was still able to change “Recording Setting” configurations. This problem has been resolved. (S10:166)