AN: Using Failover in Remote Client

Application Note

Version 1.0

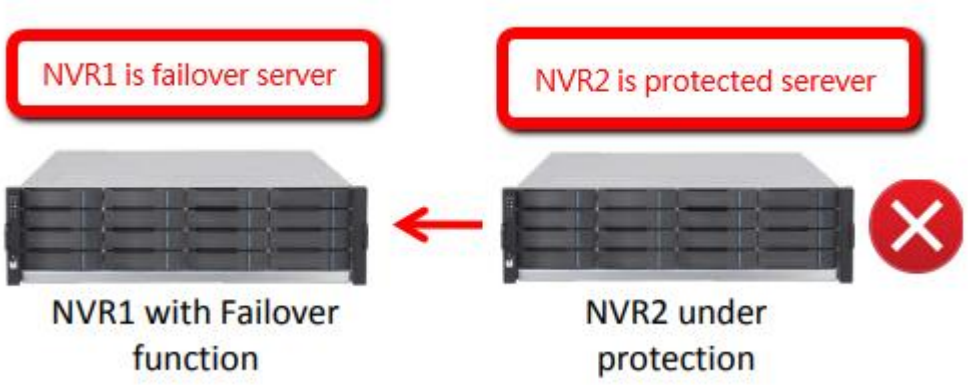
Surveon Complete Megapixel Solutions Technical Support Team

Preface

This application note instructs you on how to use failover function on remote client.

Note: NVR must enable failover function in local client first.

Product Series	Version
NVR	**Must be 4.0 or above version**
Remote client	Must be 2.7.1 or above version



There are 4 sections in the application note:

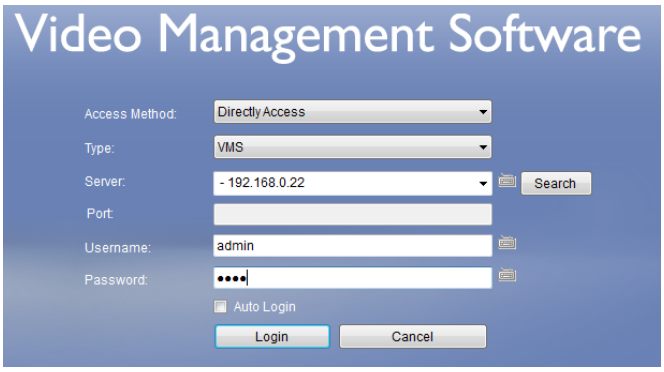
- Protected server normal behavior
- Protected server offline
- Checking failover log
- Summary

1. Protected server normal behavior

1.1 Remote client login failover server:

a. Enter failover server IP (NVR1).

b. Enter failover server username and password, then click **Login**.



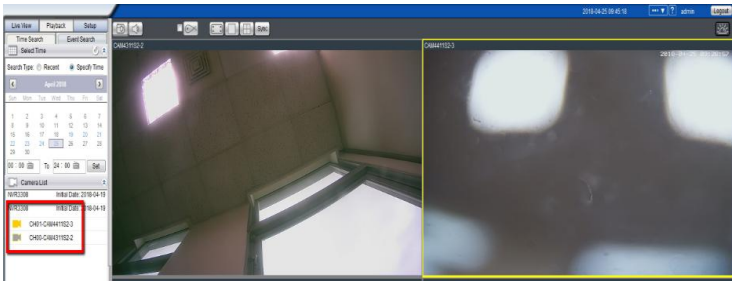
Note: Use **admin** for the default username and password.

1.2 Enable failover function syncs the protected server's configuration. Even if you log in a failover server, you can still view the live view playback of the protected server.

Protected server **live view** and **playback** both play in normal behavior.

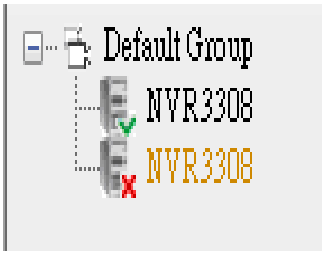
Protected server live view

Protected server playback

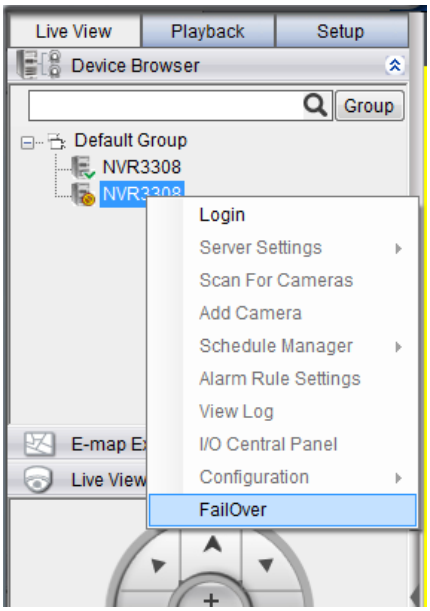


2. Protected server offline

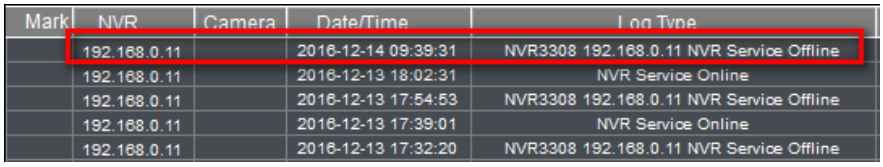
When the protected server is offline, you can see the second protected server (NVR3308). The indicator “X” means the NVR is offline.



Right-click the protected server (NVR2), then click **FailOver**.

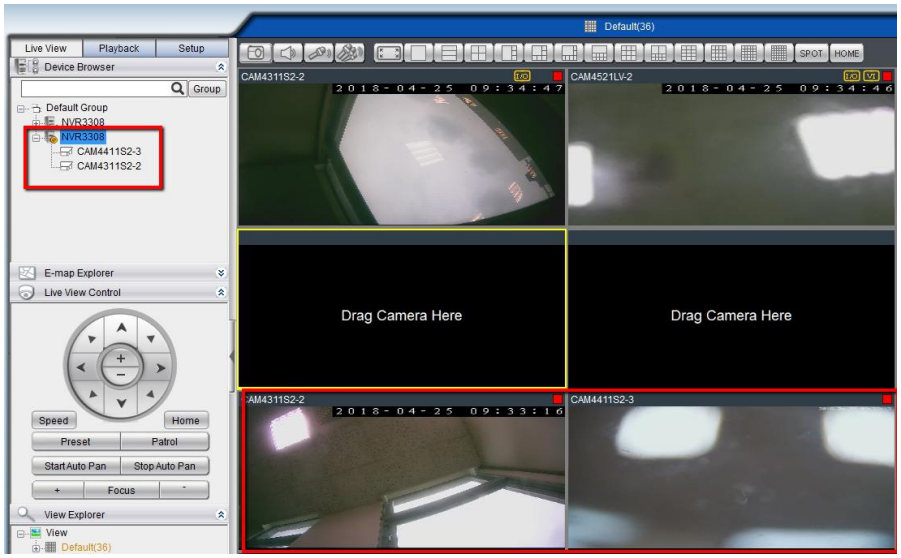


In the log tasks, it takes about 5 minutes for a failover server to take the record after the protected server is offline.

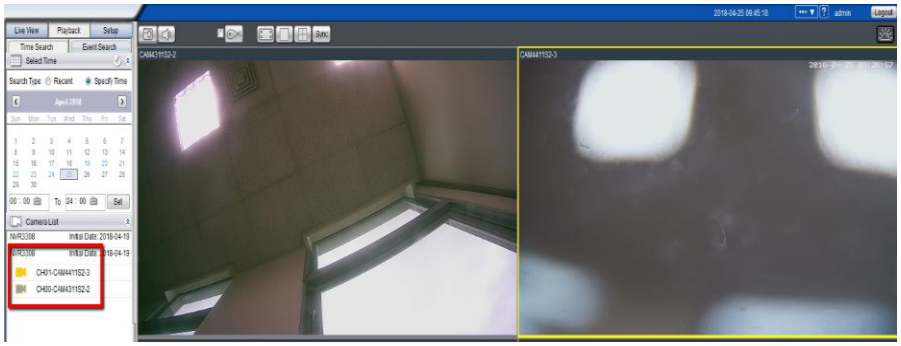


Mark	NVR	Camera	Date/Time	Log Type
	192.168.0.11		2016-12-14 09:39:31	NVR3308 192.168.0.11 NVR Service Offline
	192.168.0.11		2016-12-13 18:02:31	NVR Service Online
	192.168.0.11		2016-12-13 17:54:53	NVR3308 192.168.0.11 NVR Service Offline
	192.168.0.11		2016-12-13 17:39:01	NVR Service Online
	192.168.0.11		2016-12-13 17:32:20	NVR3308 192.168.0.11 NVR Service Offline

After the failover server takes the record from the protected server, the cameras are back on screen again.



Also, after Failover takes over the record, the camera in protected server will be able to playback again.



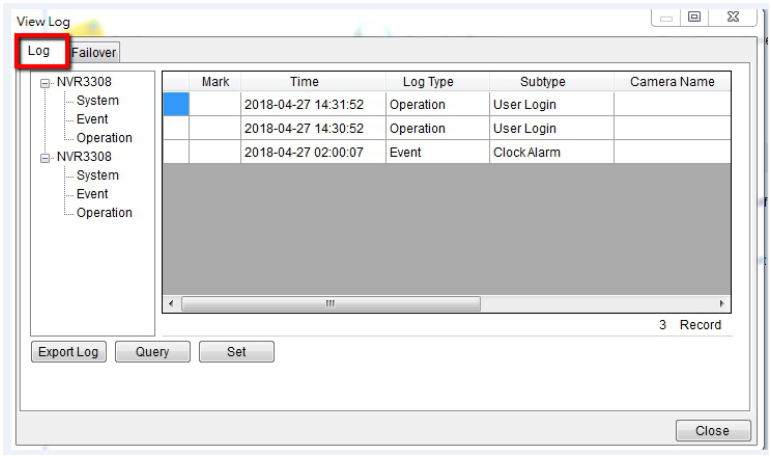
3. Checking failover log

To check failover log:

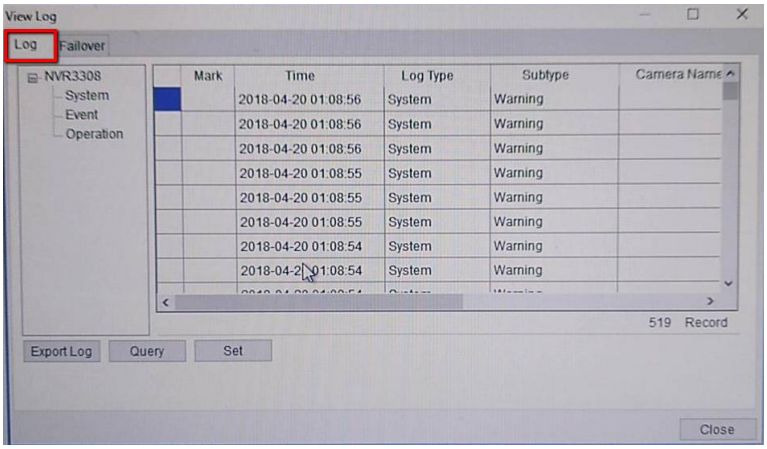
a. From the user interface, click **Setup** > **Server** > **View Log**.

b. Click **Log** tab to see NVR (protected server) and NVR1's log messages.

Protected server online

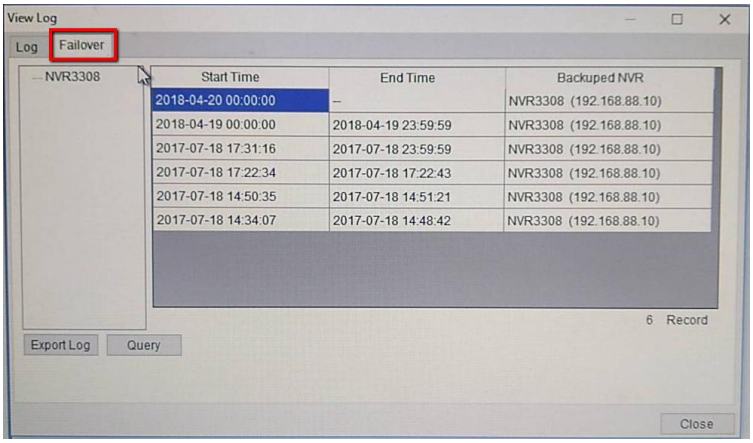


Protected server offline



Note: If the NVR is still online, you can view the log messages. If the protected server is offline, it will not show up in NVR list.

c. Click **Failover** tab to check the failover start time, end time, and the backed up NVR (failover server) IP addresses.



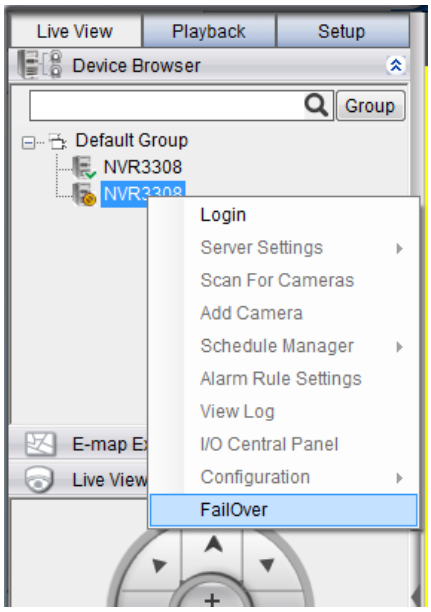
4. Summary

- The remote client must enable **Failover** function to playback the record in failover time. If you want to playback the non-failover time, you must disable **Failover** function.

For example, if NVR is offline at 10:00 and NVR1 starts the failover function and takes over recording at 10:05, the results will be:

- From 10:00 to 12:00, there are two hours of offline in NVR2 and NVR1 takes over the record.
- NVR2 is back to normal at 12:00 and starts recording again. NVR1 stops the failover function.

If you want to playback the record from 10:00 to 12:00 (failover time), you need to enable the failover function in remote client. If you want to playback the regular record (non-failover time), you need to disable the failover function.



- The failover function must be set up in **local client**.

- Also, set up the alarm rule to trigger E-mail in local client. If some errors like disk error, RAID failure, and failover happen, you will get a warning notification immediately.