

GATEKEEPER

Tech Support Troubleshooting guide

There is no one-guide for troubleshooting. Troubleshooting is a process where you eliminate each possibility until you find the problem and subsequently, the solution. Good troubleshooting skills are a combination of experience, knowledge of the system, and a lot of patience.

Top 6 Tech Support Troubleshooting questions and answers

1. How do I download G4 Viewer Plus? www.gatekeeper-systems.com/techportal
2. How do I log into G4 viewer Plus? User name: admin / Password: **leave blank*
3. How do I make a clip inside G4 Viewer Plus? <https://www.gatekeeper-systems.com/support/training-tutorials/tutorials-videos-g4-viewer-plus/>
4. How do I send a video clip to someone who does not have G4 Viewer Plus? Customer will need to save the clip as either an export or AVI. They can then share the video clip using a cloud-based file server. For example, Dropbox or Google Drive
5. Can I format the SD cards in windows? Unfortunately, this will cause the SD card to not record in the DVR. Customer will need to format the SD card inside the DVR using either a monitor WIFI dongle or a Laptop plugged directly to the DVR
6. The SD card is not showing up in windows? Card might be locked, bad card, card reader not working, card not plugged into the computer correctly:
 - Confirm the SD card slider is in the unlocked position
 - Check to see if the customer has the latest software
 - Check and see if Windows recognizing the drive within windows explorer
 - Run G4 Viewer as an administrator (windows admin, not g4 admin)
 - Try another SD card reader or HDD reader.
 - Try using another computer
 - Try another SD card or HDD to see if the problem is isolated to the SD/HDD in question.
 - If customer is using a SD card from a 304SD or. HDD from a 508HD try downgrading their software to G4V+ 2.3.0.49

Additional Issues:

DVR Issues

- 304SD DVR will not power on
 - Try replacing the fuse
 - SD Card Issues: The G304SD SD cards need to be formatted differently then the G304SD1, G304SD1a and Y35. When switching from G304SD to anything newer the card will need to be formatted.

- 504HD2a
 - Screen Goes black during playback (Still power and record mode). Caddy seating within the control unit: The resting positions of the G4-508HD4a Caddy when not inserted all the way into the control unit there will still be power and you can still enter record mode, but during playback the files have a tendency to stop and the screen will go black. The solution is to ensure the Caddies are properly housed in their control units.
- Y724 when using a Network cable
 - IP Address needed, 192.168.1.100 or 192.168.88.2, plug into the LAN port
- To retrieve Snapshots, you will need to use G4 Viewer plus to be able to make snapshots of your video. They will be located in your default capture path. Which you can set in the systems settings of G4V+
- Non Record Issues
 - If only certain channels are recording then it is most likely a misconfigured DVR (please note IP cameras needs to have the proper IP address to work correct; they are NOT "plug and play").
 - If the customer can see live footage inside the DVR but the footage is not recording. Go into the settings and verify the channels are set to record (Surveillance > Record).
 - If all channels are set to record, have them unplug and plug the cameras back in, one at a time.
 - If the customer does not have any critical data on the SD card, you can have them format the card again to ensure its not a SD card issue.

Camera issues

- If the customer can't see live footage, there may be a problem with the camera itself. If it is an IP camera it may not have the correct IP address set up (Analog Cameras are mostly "plug and play").
- How do I set-up an IP Camera?
 - Login> Surveillance> IPC Setup> CH 5 and higher. Check CH5, select set up, Add IP of 10.100.100.100, 101, 102...Protocol Type N9M, port 9006, click OK, once all set up make sure you select "Save" to save the changes. Log out and you should see the camera.
- W21 Camera not capturing licence plates
 - This camera only works during daylight hours.
- Where do I locate the video data?
 - Video data should be saved to the local drive as there's an issue with saving to a network drive at the moment
- Camera feed blackout or "freeze"

- The camera views will randomly go black and freeze, the only way to fix the issue is by shutting down G4Viewer and reopening.
- If the user is complaining that all the cameras are not showing a live picture have them unplug all cameras and plug them back in one at a time. If a cable or camera has been damaged. The DVR may drop signal from all cameras to protect itself. Plug each camera in until you find the problem camera. An example being an installer drilling a screw through a camera cable causing it to short out.

Video Issues

- If the customer is streaming live video there can be latency in the stream. This can be due to the cellular carrier's upload/download speeds as well as the customers upload and download speeds. It also depends on what type of stream the customers are trying to use. Main stream will be slower due to the larger amount of data compared to the sub stream.
 - When plugging in the hard drive, the hard drive connector has a blue tab and not all the computers can handle blue cables, only computers that have ss cables can view the software without their computers freezing.
 - The customer may either need to upgrade some of their PCs in order to view video if they are freezing/slowing down or swap out the Hardware. Or close background applications to free up systems if that does not help the only options will be to upgrade to a more powerful machine. Gatekeeper recommends at least a 6th Gen I5 6400 or AMD equivalent.
- Video from Nitro 400 takes too long to load
 - In the Maxview software if there is alot of Video data and the view type is set to all clips this will take a long time. Solution is to change this from All clips to Date view. Click view and change this to by date. best way to do this is to open a new Maxview window with out loading the video this will set the Maxview to open to the calendar by default.
- Video Download Issue
 - The video does not download when the bus is parked in the yard. The video will not download even when the bus is running. If the bus is appearing online but you are unable to download video please check that your Firewalls are not blocking the required ports.

SD Cards Issues

- No video
 - Check that the SD card isn't locked
 - The card may need formatting

- 304SD – make sure the door is locked
- SD card is not showing up in Windows
 - Confirm the SD card slider is in the unlocked position: Card tab should be in the upright position.
- New SD cards
 - SD cards will come formatted for the SMR files system. They will have a SMR sticker on the back to identify them. If they are used in a non SMR DVR then they need to be formatted in the target DVR. Similarly, SD cards from our older DVR's will need to be formatted for use in the SMR based DVR (Y35 Vs, Y35 HD and Y58).
- None-record Issues
 - If all the Channels are none-record, most likely the SD card needs to be formatted or the SD card has failed.
 - Ask them if they formatted the SD card inside windows. If they have, it will not record in the DVR. If they haven't, proceed with the following troubleshooting steps:
 - Try a known good SD card inside the DVR and see if it records
 - If known good SD card works inside the DVR. Ask when the last time the card in question has been formatted.
 - If the customer says a long time (Year +) then the card most likely needs to be reformatted.
 - If the card has been recently formatted. And still isn't working, have them format the SD card INSIDE the DVR (Assuming there is no footage the customer can lose. Never tell them to format a SD card with out warning them they will lose all information on the SD; assuming there is any footage to begin with).
 - Have them check playback inside the DVR. Sometimes you can access the recording there.
 - If the customer is using an HDD it is possible the HDD caddy itself has failed and the HDD is fine. If the HDD is out of warranty, they can open up the caddy up and try plugging the HDD directly into their PC.

Sensor Issues

- IO Sensors not showing Video
 - Changing the IO alarm from event to alarm under pref. > alarm > base > IO alarm fixed the problem and he was able to see the sensors activate on his live OSD.
- Turn on or Change name
 - Changing the IO sensor name, Preferences > Collection > general

Tri-Coloured Driver Alert Button issues

- Tri-Colored Driver Alert Button not working
 - Navigate to Setup>Collection>General>Serial Port - Select the drop down and change this to Tri-color DA. If this option is not there, the firmware will most likely be needed to be updated.
 - Make sure the customer is using the Tri color DA. Some customers still have older Box style DA's they will need to be set to control panel.

G4Enterprise / G4ViewerPlus Issues

- Video Failed Error - clip a small amount of video from a directory, export the info and it gets caught up in the download circle? When I click on the circle it shows it's failed
 - See if you tried to 'clip' to a USB drive that isn't "plugged-in".
 - If the customer upgraded from an older version of G4V+ that they properly uninstalled the old version. They should only have one instance of G4+ when you go to control panel in windows. If you see two. Uninstall and completely wipe G4V+ and reinstall
- How do I get the software?
 - See top troubleshooting issues for the answer
- Not seeing video but hear audio
 - This tends to be an issue; the problem is with win7 and 23.0.49, downgrade to 23.0.28
- Video Download Failure with newest G4Viewer+
 - Check to see if the old software was uninstalled and a reboot of the computer was done.
- G4E: Difficulty Viewing footage
 - If the DVR is appearing online but not able to view footage its most likely a port issue. If certain ports are blocked different parts of G4 Viewer will not function as expected.
 List of ports that G4E requires: 3307, 5556, 7264, 8090, 12020, 12040, 12041, 12045, 12047, 12050, 12051, 12055, 12056, 12060-12063, 12065, 12091, 12092, 17891

"Think of ports as lanes in a highway. If certain lanes are closed certain traffic can get through but the closed lanes cars are stuck and can't go anywhere." – David Wigle

G4Connect Issues

- Not seeing a menu under preferences
 - Uninstalling and reinstalling G4Connect typically resolves this issue.
- Resolution issues may be due to the sub stream resolution; the DVR streams that (CIF 352 x 240) resolution by default to conserve bandwidth.

Monitor Issues

- The Rear view Axion 7" monitor doesn't work with AHD cameras and the new camera replacement he received is an AHD camera
 - Replace the Axion monitor with an ICD Monitor.

Wireless issues

- It looks like the Wi-Fi is not recognizing the Wi-Fi every time, as quoted by the customer "it will randomly work and randomly not."
 - Check the download tasks configured in G4E. The video will not download if it's not set. The customer will need to create a task to wirelessly transfer the video. **Standard Procedure upcoming.**
 - If the customer is using our Aps use win box to help diagnose any connection problems. There could be interference which would explain an unstable connection

Vehicle Side

- Verify Wi-Fi radio has power; if no power check:
 - If plugged into an AWM, check that CAB000307 is connected
 - If plugged into a four-port switch, check that the switch is powered on
 - If plugged into a DVR via POE injector, verify the POE injector is receiving 12VDC
- Verify the Wi-Fi radio boots up completely.
 - The Wi-Fi radio will go: *beep*, *beep, beep* when completely powered up.
- Verify that the antenna harness is connected securely to the wireless radio
- Verify that the correct antenna harness is connected (SMA Male, RP-SMA Male, etc.)
- Verify that the correct antenna is attached to the antenna harness on the roof of the vehicle
- Verify that the wi-fi radio has the correct configuration
- Verify that the wi-fi radio is within range of the AP
- Connect a laptop to the WIFI module and access the configuration to confirm if it's connecting to the AP

Access Point Side

- Verify the Access Point has power, if no power check:
 - That the AP is plugged in to the POE Injector
 - That the Cat5.e cable between the AP and the POE injector is not damaged
 - That the POE injector has power, if no power check:
 - That the POE injector is plugged into 120VAC
 - That the POE injector has a power light

- If no power light check breaker, if breaker okay try new POE Injector
- Verify that the AP is connected to the network, if not connected to the network check:
 - That the POE injector is connected to the network
 - That the Cat5.e cable between the POE injector and the network is not damaged.
 - That the port the AP is connected to it patched through to a network switch and that an IP address can be obtained by plugging a PC in.
- Verify that the AP boots up completely
 - The AP will go: *beep*, *beep, beep* when completely powered up.
- Verify that the antenna harness is connected securely to the AP
- Verify that the correct antenna harness is connected (SMA Male, RP-SMA Male, etc.) to the AP
- Verify that the antenna harness is connected securely to the antenna.
- Verify that the correct antenna harness is connected to the antenna.
- Verify that the AP has the correct configuration
- Verify that the antenna is aimed properly
- Verify that the AP has a wireless card installed properly

Cellular Issues

- Not receiving data from busses through cellular service.
 - WCMSWebCenterService may have stopped, try replacing the BBkconfig file, update G4 Viewer plus and restart the server services. Test the cellular and Wi-Fi functionality.