

[FAQ]

Why Recording Server v1.23 is randomly not recording with Recording Failed errors?

Release Date: 1/6/2016

Applied to

Recording Server v1.23

Question

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Answer

This is due to the cameras having a higher than normal bit rate as the environment is more complex. The higher bit rate in turn causes higher incoming data and the HDDs sometimes reach 100% loading. This is why in Recording Server the write speeds are 0Mbps as the HDDs are too busy to write all incoming data.

Users can split up the cameras to recording into 6 Storage Groups instead of 3. This way the loading of HDDs will be reduced and they should have enough write speed to handle the lower number of cameras. Reference chart below for camera to Storage Group allocation for Recording Server:

Resolution	Frame rate	Codec	Motion	Round-the-Clock		
			Max. channel per HDD	Max. channel per HDD and required HDD size	Required HDD size (recording 128 ch, 24 hr)	Recommended HDD requirements
1.3 MP	30 fps	H.264	10 ch	32 ch / 2.5 TB	10 TB	3 TB 7200RPM HDD x 4 (SATA3)
		JPEG	X	8 ch / 2.7 TB	43.2 TB	3 TB 7200RPM HDD x 16 (SATA3)
2.0 MP	30 fps	H.264	7 ch	21 ch / 2.2 TB	13.5 TB	3 TB 7200RPM HDD x 7 (SATA3)
		JPEG	X	5 ch / 2.5 TB	64 TB	3 TB 7200RPM HDD x 26 (SATA3)
3.0 MP	20 fps	H.264	10 ch	32 ch / 3 TB	12 TB	3 TB 7200RPM HDD x 4 (SATA3)
		JPEG	X	4 ch / 2 TB	64 TB	3 TB 7200RPM HDD x 32 (SATA3)

If there is an abnormal count of Disk Error (1000s), users can scan HDDs for errors using HD Tune (<http://www.hdtune.com/>) to determine if they need to replace their HDD.

Reference:

[HollywoodParkCasino - 201507178001] Recording Server v1.23 is random not recording, Recording Failed error

For any question on the information provided, please feel free to submit your question to our support window at support@geovision.com.tw