AnalyticVideo Server FAQ

Q: I cannot automatically discover my AVS.

A: This error can appear when port 3702 on computer with installed AVS is blocked. It can occur due to AVS computer or router firewall or due to some application(s), running on AVS computer and using port 3702.

- AnalyticVideo Server and its components are added to Windows Firewall exceptions after installation. Please make sure that these components exist in Windows Firewall white list or turn down Windows Firewall.
- Add AnalyticVideo Server ports to router port forwarding table. AVS uses port 3702 (both TCP and UDP) for discovery services and ports 13000-14000 (both TCP and UDP) for video and metadata transferring.
- Stop AVS Windows service, run "taskkill3702.bat" script as administrator, start AVS Windows service.

If you have difficulties or still cannot discover AnalyticVideo Server, try to add it manually.

Q: How can I manually add AnalyticVideo Server?

A: Double-click on the selected server. List of provided resolutions with RTSP addresses will appear. Copy the link that corresponds to the preferred resolution. Paste the link in ONVIF

Q: I cannot connect to AnalyticVideo server in Configuration Manager.

A: Check that you input right credentials of the computer with AVS installed. Also, check that AVS service is running on that computer.

Q: I do not see the correct license time in Configuration Manager

A: AVS software license should be registered using the same credentials that you input during installation of AnalyticVideo Server. Try to reboot the computer with AVS installed at first. If you still do not see the correct remaining time for the license, start services.msc (or look for "services" in control panel), switch to "Log on" tab, refill account name and password manually. Then reboot.

Q: I do not see frames of objects when using "Simple Tracking" plugin.

A: Please draw region of interest in "Simple Tracking" plugin options. To do it press "Manage plugins", select "Simple Tracking" plugin, press "Configure".

Q: I don't receive any events from "Unattended objects detector" plugin.

A: Please draw region of interest in "Unattended objects detector" plugin options. To do it press "Manage plugins", select "Unattended objects detector" plugin, press "Configure".

Q: I do not see number of objects passed through or located in the area in "Lane Counter", "In Zone Counter" and in "Object Counter" plugins.

A: This is OK, this information is provided only through ONVIF events.

Q: After reboot I cannot connect to AVS

A: Normally it takes about 1-2 minutes for AVS service to start on 32-bit Windows and 2-5 minutes to start on 64-bit Windows. In addition, you can start AVS service manually. If server still does not start, try to delete "setting.avsc" file from the installation directory and try again. You can find previous "setting.avsc" backups in "BackUps" subdirectory.

Q: I get "Cannot establish connection with remote server" error in User Monitor/Configuration Manager when trying to manually add a device.

A: At first make sure that device is up and running. If the device is running this error may be caused by bad network connection. User Monitor/Configuration Manager wait for about 5-7 seconds for device to reply, and then disconnect. Try to select faster profile (with less output resolution).

Q: Sometimes I see red box when trying to preview the channel or configure server.

A: The error when displaying bitmaps is a well-known problem of .NET applications. We included several workarounds, so this error will not happen too often. Try to skip the error and preview/load configuration again. If it doesn't help, reload application. This error doesn't affect AVS service and running servers.

Q: I do not see any video in my Milestone XProtect client.

A: One of the main Milestone XProtect software problems is that "Milestone Image Server" service sometimes does not start correctly. As a result, you can see neither camera video, nor AnalyticVideo events (called "Alarms" in Milestone XProtect). To solve this problem manually restart "Milestone Image Server" service in the list of Windows services. For more details, see supplied AnalyticVideo Events user guide.