

I saw error code on the NVR software, help!

The software reports "Out of memory"

See [How to handle Out-of-Memory issue](#), and try to reduce your system loading in the meanwhile.

The software reports "System terminated abnormally"

See [My system crashed, help!](#)

The software reports "corrupted slot"

There are two possibilities:

- If the system crashed for some other reason, it will cause the recording file at the time-of-crash to be partially damaged. Our software is designed to automatically recover from this type of problem, so no worries.
- You might have a partially damaged disk. Keep the system under closer watch. Replace new disk if you think is necessary.
- See also: [Error Detection: Storage Failure](#)

The software reports "Protection Lock Error" and will exit

It can be caused by a number of reasons as follows, but you might want to read [user's manual](#) in more details to understand our licensing mechanism.

- Your license might have been invalidated because of significant computer change. This is not allowed by design.
- You chose to let the license remain "online" while you're not able to keep the NVR server always keep connected to the Internet. Without Internet, online license will only remain valid for 3 days, and after that you receive this error. If this were the case, you should commit the license to "offline" to avoid this problem.
- You try to backup a license from a computer, and restore to a different one. This is not allowed by design.

I received "InsufficientLicense" error when installing license code

Our license code, once committed to a hardware, cannot be transferred. You need to understand our online authorization mechanism more thoroughly. Following topics can help you do that:

- [Using Online License Authorization](#)
- [What are the standard license purchase terms?](#)
- [Is the software license fee one-time or annual?](#)
- [Can a multi-channel license code to be installed on different PCs?](#)

I received "Installation FAILED" with code 7?

This probably means you have problem with Internet connection to reach our license server.

I received "ERROR CODE: install_httperror/7" or "install_httperror/52"?

This probably means you have problem with Internet connection to reach our license server. It could also mean our license server is down temporarily, as sometimes it might happen under DDoS attack (but it should resume shortly).

You may want to check other Internet site (such as Google or Yahoo) to see if your Internet connection is working normally.

I received "ComputerTimeError" error when installing license code

The target computer you are trying to install the license code to is having a incorrect computer time. You need to adjust it to correct time so license can be installed.

See also

- [My system crashed, help!](#)
- [I have a problem using the software, help!](#)