Unable to view video that is older than 8 hours

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Symptom

Cannot view video older than 8 hours.

Resolution

Starting with OnGuard 7.4 Update 1, OnGuard 7.5 Update 1, and OnGuard 7.6, there is a new added "Time-limited recorded video only" permission. This function is globally selected, meaning it is set by default and it would be set for the region, under that user group. The time is configured in **System Options > Video Options**, and its default value is 480 minutes.

Applies To

OnGuard 7.4 Update 1, OnGuard 7.5 Update 1, and OnGuard 7.6

Additional Information