

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.

Permissions **Control Device Groups**

Compare

<input type="checkbox"/>	Monitor	
<input type="checkbox"/>	Video	
	Live video	
	Time-limited recorded video only	
	Recorded video	
	Export video	
	Video search	
	Max channel count	
	Camera lookup includes all monitor zones	
	Two-way audio	
<input type="checkbox"/>	Control	

Enable **ONLY** this permission if you want access to recorded video to be time-limited.

Enable this permission if you don't want there to be any time restriction on recorded video.

Applies To

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

Additional Information

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