

# NetDVMS video doesn't appear in some OnGuard applications

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## Symptom

Video from a NetDVMS recorder plays in Alarm Monitoring, VideoViewer and System Administration but not in Area Access Manager, VideoVerification, VideoViewer (Browser Based), and Area Access Manager (Browser Based) applications.

## Resolution

In order to use these applications, the NetDVMS DVR must have a default username/password configured in System Administration.

On the NetDVMS, configure the user **sp911** with the password **lenel**.

You must also enter the **sp911/lenel** user into the **System Administration > Digital Video > Video Recorders** tab for the NetDVMS. Close and re-open all OnGuard applications to activate this username.

## Applies To

OnGuard 2010 (6.4.500) or later  
SkyPoint NetDVMS

## Additional Information

None

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