



Milesight-Troubleshooting

How to Retrieve and backup files in new firmware(7X.9.0.1 or above)

NVR Version	7X.9.0.1 or above	Update	2018.12.11
-------------	-------------------	--------	------------

1. What is Retrieve function ?

In NVR's new firmware(used from 7X.9.0.X), there is a new-added Retrieve interface, which is different from Playback interface.

In Playback interface, the main function is to view the searched video files, and you can clip and **backup the video files in one day**.

In Retrieve interface, you can search and **backup video files or picture files across days and events** via different conditions. There are Common Backup, Event Backup and Picture Backup.

In Common Backup interface, you can search for all types of video files set in record schedule interface.

In Event Backup interface, you can search for different event types of video files as long as an alarm action triggers the recording.

Please refer to the following steps about how to backup files in Playback interface and Retrieve interface.

2. How to Retrieve and backup files in new firmware?

Part I Backup on monitor

(1)Backup in Playback interface

In Playback interface, you can export clipped video, playback snapshot and locked file to various devices, including USB flash drives (USB flash disk, USB HDD) and eSATA, etc.

And in Playback interface you can only clip and backup the video files in one day.

Step1. Go to Playback interface, select the channel and date you want to backup, then select the time at timeline and click **select**, then drag the timeline to select the start time and end time of video.

	Start Time	End Time	×
	06:55:35	07:55:35	-
2022-01-14 07:25:45	3 2 2 4	18	
Channel	18:00 20:00	22:00	24:00

Step2. Click **I** to save the clipped video.

Step3. Click to pop up File Management interface. Select the video you clipped, or you can select playback snapshot and locked file, and click **Export** to export video.

deo Clip	Playback Snapshot Locked File	Tag
Channel	StartTime-EndTime	Size
1	2018-09-17 00:07:20 - 00:23:19	493.07 MB
1	2018-09-17 00:24:33 - 00:38:08	418.65 MB
1	2018-09-17 00:38:08 - 00:46:21	252.18 MB
2	2018-09-17 00:07:20 - 00:16:14	215.69 MB
2	2018-09-17 00:16:14 - 00:23:19	171.94 MB
3	2018-09-17 00:07:20 - 00:13:46	388.85 MB
3	2018-09-17 00:13:46 - 00:23:19	575.65 MB
 ed Items:1 ze:493.07 MB	Total: 7	Page: 1/1 < 🖌 1 🕨 🖉 Go

Step4. Select the device to storage exported video and then click Export. You can also

directly format and create new folder of storage device here.

		Ex	port	
Device Name	Cruzer Facet			▼ Refresh
Name	•	Size	Туре	Date Modified
			Folder	17 Sep 2018 18:58:40
Free Size: 7 GB		1	New Folder	Format Export Cancel

There is an information promoted showing the export progress.

Information
Export video 1/1
Cancel
Cancel

Note:

 $(\ensuremath{\mathbbm l})$ The download time of files depends on the time length of video you want to backup.

②In playback interface, all operations are one-time. Once you exit the playback interface, all clipped, locked and tagged marks will be erased.

(2)Backup files in Retrieve interface

In Retrieve interface, you can search for video files or picture files according to different conditions, and backup to various devices, including USB flash drives (USB flash disk, USB HDD) and eSATA, etc.

In Retrieve interface, you can search and backup files across days and events.

There are three backup methods: Common Backup, Event Backup and Picture Backup.

①Common Backup

In Common Backup interface, you can search for all types of video files set in record schedule interface.

It supports to search out record file according to different stream type, record type and file type you set.



Step1: Set the search condition including Channel, Stream Type, Record Type, File Type, Start Time and Stop Time, and click **Search** to search video.

Channel	Al								
	- -	2	3	4	5	6	7	8	9
Time	From 2018	09-11 01:25:29 To	2018-09-17 01:0	8:07					
Stream Type	Primary Str	am							
Record Type	Al								
File Type	Al								
Start Time	2018-09-17				*	00:00:00			
End Time	2018-09-17				*	23:59:59			

Step2: Select the file you want to backup and click Backup . Also, you can click backup All to backup all recorded videos.

In Common Backup interface, play, lock and unlock video are supported. Click to play and to lock. Once the video is locked, the whole file where the video located won't be overwritten.

^ .								
			Channel	Disk	Startlime Endline	Size	Play	Lock
	and an				2018-09-18-00:00:00 - 00:16:32	225.64 M8	۲	สา
			1	1	2018-09-18-00:16:32 - 01:08:37	437.23 M8	۲	aî l
			1	1	2018-09-18 01:08:38 - 02:52:59	580.05 MB	۲	n P
			1	1	2018-09-18 02:52:59 - 04:37:11	250.60 MB	۲	n
			3	1	2018-09-18 00:00:00 - 00:21:52	706.18 MB	۲	aî -
			3	1	2018-09-18 00:21:52 - 00:53:28	1019.13 M8	۲	ติ
	Contraction of the local division of the loc		3	9	2018-09-18 00:53:28 - 01:08:37	489.01 MB	۲	aî 🛛
	Passing of the		3	1	2018-09-18 01:08:38 - 01:25:03	530.09 MB	۲	ติ
			3	3	2018-09-18 01:25:03 - 01:56:37	1018.99 MB	۲	al l
			3	3	2018-09-18 01:54:37 - 02:28:12	1019.00 MB	۲	aî l
			3	3	2018-09-18 02:28:12 - 02:59:47	1019.08 MB	۲	n l
	■		3	1	2018-09-18 02:39:47 - 03:31:24	1018.99 MB	۲	aî l
			3		2018-09-18 03:31:24 - 04:03:00	1019.00 MB	۲	al I
	Channel:1		3	1	2018-09-18 04:02:00 - 04:34:35	1019.12 M8	۲	an a
	Start Time:2018-09-18 00:00:00		3		2018-09-18 04:34:35 - 04:40:22	186.33 MB	۲	n î
	End Time:2018-09-18 00:16:32		- 4	1	2018-09-18 00:00:00 - 00:04:42	315.56 MB	۲	aî l
	File Size:225.44 M8		- 4		2018-09-18 00:04:42 - 00:19:07	1018.98 M8	۲	n l
			4	1	2018-09-18 00:19:07 - 00:34:14	1018.94 M8	۲	eî -
		Total	Sze: 69.58 G8		*	• ==	Total: 8	4 Page:

②Event Backup

In Event Backup interface, you can search for different event types of video files as long as an alarm action triggers the recording.

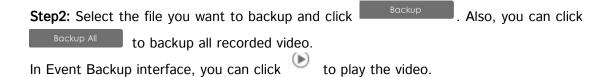
The event type includes Motion Detection, Alarm Input, VCA and Smart Analysis.

* .				Event	Backup				
	Morn Type	Motion De	Niction						
	Steroer Type	Phimcary Str	eani						
	Stort Time	2018-09-11	ł			*	00:00:00		\$
	End Time	2018-09-11	ti.			*	23:59:59		\$
	Pre Playback	301							•
	Polt Reyblack	30s							•
	Channiel 1	al Al							
							a 6		

Step1: Set the search condition including Event type, Stream Type, Channel, Start Time, Stop Time,

Pre Playback, Post Playback and Channel, and click search to search video.

Main Type	Motion Detection	•
Stream Type	Primary Stream	-
Start Time	2018-09-17 💌 00:00:00	\$
End Time	2018-09-17 🔻 23:59:59	\$
Pre Playback	30s	*
Post Playback	305	•
Channel	AI AI	
	1 1 1 1 1 1 1 1 1 1	9





③Picture Backup

Support to search out and backup picture according to picture type. The picture type includes All, Live View Snapshot and Playback Snapshot, Continuous Snapshot and Event Snapshot.

A									
* .				Picture	e Backup				
	Chornel								
			2	B 3	a 4		a 6		
	Picture type	Al							
	Stat Inse	2018-09-17				*	00:00:00		¢
	End Time	2016-09-17				٠	23:59:59		÷

Step1: Set the search condition including Channel, Picture Type, Start Time and Stop Time, and click search to search snapshot.

Channel	IIA 📕								
		2	3	4	5	6	7	8	9
Picture Type	All								•
Start Time	2018-09-17				*	00:00:00			4 V
End Time	2018-09-17				*	23:59:59			4

Step2: Select the file you want to backup and click Backup All to backup all recorded videos.

	Retrieve				CPU 25 Marridy (5
* .		Picture I	Backup		
		Charnel	Time	Dak	SUN
		D. 1	2018-09-17 19:49:44	1	104.30 KB
			2018-09-17 19:49:46	1	106.00 KB
Event Bockup		II 1	2018-09-17 19:49:50	1	106.81 KB
		2	2018-09-17 19:49:50		335.88 KB
	 ⊕ ● ■ ■ ■				
		Total Size: 655.00 K8 Se	slect \$20: 335.88 KB		Totol: 4 Poge: 1/1

$\operatorname{Part} II \ \operatorname{Backup} \ on \ web$

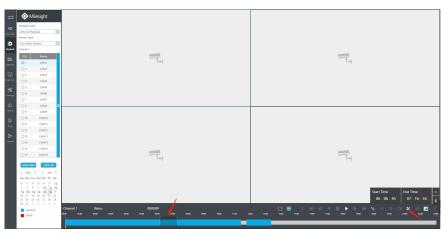
(1)Backup video files

Step1. In playback interface, select camera, the date and time to playback.

Allesight		
Cerenal Mayback	1	
CH Name Referent 2 CAM1 2 CAM2 3 CAM3	1	1.
CARTAC. 04 CAMA 05 CAMA Lemps 06 CAMA 07 CAM7		
30000 04 04 04 04 04 04 04 04 04 04 04 04 04 04 04 04 04 04 04 04 04 04 04 04 04 04 04 04 04 04 04 04 04 04 04 04 04 04 04		
□16 CAM16 Select Max (See Al (2822) (Jan)	II-T	
Sam Mass Tare Weal Thm Fei Sat 10 27 28 29 30 31 3 2 3 4 5 60 70 8 90 30 31 10 10 10 10 10 16 17 18 29 20 21 22 23 24 35 36 27 24 29 20 21 22 23 24 35 36 27 24 29 20 21 22 23 24 3 34 35 36 27 34 39 34 35 45 35 45 35 45 35 45 35 45 35 45 35 45 35 45 35 36 35 36 35 36 35 36 37 36 36 36 37 36 36 36 3		
Ceneral Durat	Channet 1 Status 0000000 ano e-a noja mai wai noja wai noja mai 10,0 11,6 10,5 	□ ⊞ ⊕ ≪4 4 4 ■ ► ► ▷ ▷ 124 ⊕ Q (21 ★ 49 0 /2 8 US9 HAR US9 HAR US9 HAR US9 HAR 200 JAR 2014 JAR J 100 HAR US9 HAR US9 HAR US9 HAR 2014 JAR J

Step2. Select Recorded files for Backup.

Click \checkmark , then select start time and end time by dragging the vertical line on the time bar.



Step3. Backup the recorded files.

Click \square to select file path, then click \blacksquare to back up recorded files.

- O	Milesight		
Baback			
General I			
Ove Vew Stream Ty	ge .		
3 Seconda	y Stream 🖂		
Playback Channel			
TR CH	Name		
Factors 21	CAMI		
2	CAM2		
B) 🛛	CAMS		
inatAu-	CAM4		
* "	CAMS		
Settings 0.6	CAM6		
☆ □*	CAM7 CAM8		
5000 D 2	CAMO		
1710	CAM10		
	CAM11		
□12	CAM12		
E+ 🗆 18	CAM13		
Logout 14	CAM14		
17145	CaMIS	- E	
Select	Max Clear All		
(292	(Jan)		
Sun Men	Tae Wed Thu Fri Sat		
26 27	28 29 30 31 1 ₀ 4 5 60 70 80		
20 20	11. 12. 11. 14. 15 18 19 20 21 22		Start Time End Time Path 07 : 56 : 18 08 : 50 : 17
26 27	18 15 26 21 22 25 26 27 28 29		07 : 56 : 18 08 : 50 : 17 🛅 🏹
		Channel: 1 Status 00:000	□ ■ ○ ≪ < < ■ ► ► ► № ○ ○ □ × ○ □
Ger		Refo F160 0258 8368 8460 0568 8560 0569 0560 1160	1280 1380 1400 1598 1698 1700 1599 1808 2000 2198 2288 2260 240
Eve	nt		

(2)Backup picture files

Step1. Browse a file path in Local Configuration interface.

horuge Pelylack Rictum Path COLUMA (Michael Michael Mi
Conset Parfects Peter Paris Constant State Paris Encode Strange Strange Strange Strange Exet Connection Type Strange Strange Spanne Parg Mode State Today Strange Ando Inport Strander Strander Strander
Corps English Highth III Creat Connection Type HTT III Sphane Page Mode Least Dilay III Sphane Page Mode IIII IIII Auto Export IIII remainting IIII IIIII
Cent Canada Cana
Convertion Type p1777 1
Auto Logout 30 minutes
Primary Stream When Fullscreen

Step2. Click to save the picture during video playback. Then the backup picture can be found in the files path you set before.

Note:

It is recommended to run browser as administrator before getting playback snapshot.



(3)Backup files in Retrieve interface

In Retrieve interface, you can search for video files or picture files according to different

conditions, and backup to various devices, including USB flash drives (USB flash disk, USB HDD)

and eSATA, etc.

In Common Backup interface, you can search for all types of video files set in record schedule interface.

It supports to search out record file according to different stream type, record type and file type you set.

ᡓ 💿 Milesight	Common Backup
Common Backup	D.Al
-	91 02 03 04 05 06 07 08 09 010 011 012 013 014 015 016
Live View	
9	Time
Payback	Steam Type Primary Steam
	Record Type Continuous
22R. Reviews	File Type Unlack
	Start Time 2022-01-14 00:00:00
E mart An	End Time 2022-01-14 23:09:59 III
	EN ING LOCAL TO LOCAL DI
×	
Sertings	Sourch
se	
** Seme	
Dir Logi	
E+	
Lagout	

Step1: Set the search condition including Channel, Stream Type, Record Type, File Type, Start Time and Stop Time, and click search to search video.

	12 🗆 3 🗖	4 🗆 5 🗆 6 🖂 7 🗌 8 🖂 9 🖂 10	
Time			
Stream	Туре	Primary Stream	\sim
Record	Туре	Continuous	\sim
File Type	e	UnLock	\sim
Start Tin	ne	2022-01-14 00:00:00	
End Tim	e	2022-01-14 23:59:59	

Backup All

to backup all recorded videos.

In Common Backup interface, play, lock and unlock video are supported. Click 🕑 to play

and to lock. Once the video is locked, the whole file where the video located won't be overwritten.

			Channel	Disk	Start Time-End Time	Size	Hay	Lock
		8		4	2022-01-14 00:00:00-00:17:55	79.8MB	۲	al l
		8		4	2022-01-14 00:17:35-00:51:43	154.0MB	۲	11 A
				4	2022-01-14 02:51:43-01:25:51	154.4MB	۲	- -
23.					2022-01-14 01:25:51-01:44:25	65.768	۲	F
			1	4	2022-01-14 01-44 23-02 18:29	154.1MB	۲	
	The state second		1	4	2022-01-14 02 18:29-02:52:37	154.4M8	۲	- e
		a 🗆	3	4	2022-01-14 02:52:37-01:26:45	154.5M8	۲	i i i i i i i i i i i i i i i i i i i
			1		2022-01-14 03:20:45-04:30:53	154.6MB	۲	10°
	Channelt 1 Names CAM1		3	4	2022-01-14 04:00:53-04:35:01	154.6MB	۲	- #P
	2022-01-14 00:17:35			4	2022-01-14-04.35/01-05/29/09	1547MB	۲	10
	0 0 0 0	- 0	1	4	2022-01-14 05:09:09-05:29:03	89.940	۲	#P
			1	4	2022-01-14 05:29:00-06/03:09	154.2MB	۲	10
	Start Time 2022-01-14 00:17:35		1	4	2022-01-14 00:03:09-06:37:17	154.9M8	۲	ai -
	End Time: 2022-01-14 00:51:43		1	4	2022-01-14 06:57:17-07:11:26	157.2MB	۲	10 ⁻
	File Size 154.8MB		3	4	2022-01-14 07:11:26-07:45:54	156.0MB	۲	- e ²
	FOR SIZE L'SLEMES		1	4	2022-01-14 07:45 14-08 19:40	154,7148	۲	
					Total/26 Rem(s)	≪ < 1/1	> >>	600
						Backup Al	Backup	Beck
								_

-END-