



QVR Guard 1.2

User Guide

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1. Preface

Audience

This document is intended for consumers and storage administrators. This guide assumes that the user has a basic understanding of storage and backup concepts.

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All the features, functionality, and other product specifications are subject to change without prior notice or obligation. Information contained herein is subject to change without notice.

Further, the ® or ™ symbols are not used in the text.

Document Conventions

Symbol	Description
	Notes provide default configuration settings and other supplementary information.
	Important notes provide information on required configuration settings and other critical information.
	Tips provide recommendations or alternative methods of performing tasks or configuring settings.
	Warnings provide information that, when ignored, may result in potential loss, injury, or even death.

2. Introduction

This chapter provides an overview of QVR Guard.

About QVR Guard

QVR Guard is a high-availability failover management application that protects the QVR Pro server from system failure and ensures uninterrupted surveillance recordings. QVR Guard automatically takes over recording tasks from QVR Pro when unexpected system failure or hardware issues occur on the QVR Pro NAS. The recording files are saved on the QVR Guard NAS until the QVR Pro server resumes normal operations.



Note

- QVR Guard and QVR Pro cannot be installed on the same NAS.
- QVR Guard can only be paired with one QVR Pro server.

Key Features and Benefits

QVR Guard provides the following features and benefits.

Feature	Description
Independent recording space	QVR Guard provides an independent failover recording space to ensure that cameras can continue recording even when the QVR Pro server malfunctions due to unexpected errors.
Uninterrupted remote monitoring	When QVR Guard is in Takeover mode, you can log on to QVR Pro Client to continue monitoring your cameras.
Timely surveillance mode	The taskbar displays the current QVR Guard operating mode, which also reflects the QVR Pro status. This allows administrators to monitor and address potential issues on the protected QVR Pro server.
Failover logs	QVR Guard records the failover time and tasks in detail, allowing the IT team to quickly address various issues.

Differences Between QVR Pro and QVR Guard

The following table compares the features that are available on QVR Pro and those on QVR Guard.

Desktop and Main Menu Features

Feature	QVR Pro	QVR Guard
Control Panel	Yes	No
Storage Manager	Yes	No
Privilege	Yes	No
Network & Virtual Switch	Yes	No
Resource Monitor	Yes	No
Plug-in Center	Yes	Yes
myQNAPcloud	Yes	No
Camera Settings	Yes (configurable)	Yes (view-only)

Feature	QVR Pro	QVR Guard
Recording Storage	Yes (multiple recording spaces and spare volume)	Yes (one recording space only)
Event Management	Yes	No
License Management	Yes	No
Recovery Management	Yes	Yes
Logs	Yes	Yes
Metadata Vault	Yes	No
QVR Guard Management	No	Yes
QVR Pro Client	Yes	Yes
HybridDesk Station	Yes	Yes
Helpdesk	Yes	Yes
QUSBCam2	Yes	Yes

Taskbar Features

Feature	QVR Pro	QVR Guard
Show Desktop	Yes	Yes
Main Menu	Yes	Yes
Search	Yes	No
Background Tasks	Yes	No
Notifications	Yes	Yes
Options	Yes	No
Dashboard	Yes	No

Modes

QVR Guard provides three different operating modes.

Unpaired Mode

QVR Guard is in Unpaired mode when QVR Guard is not paired with any QVR Pro server. This is the default operating mode after QVR Guard is installed.

In this mode, QVR Guard displays **Unpaired** on the taskbar.



Tip

You can click **Unpaired** on the taskbar to open QVR Guard Management to start pairing.

Standby Mode

After you pair QVR Guard with a QVR Pro server, QVR Guard enters Standby mode and starts monitoring the status of the QVR Pro server.

In this mode, QVR Guard and the protected QVR Pro display the following status on their respective taskbars.

Device	Status
QVR Guard NAS	Standby
QVR Pro NAS	Protected

**Tip**

You can click **Standby** or **Protected** for more information about the protected QVR Pro or the paired QVR Guard.

Takeover Mode

QVR Guard enters Takeover mode and takes over recording tasks from the QVR Pro server when any of the following situations occur:

- The QVR Pro NAS is restarted, shut down, or being updated.
- QVR Pro is disabled, being updated, or uninstalled.
- The Container Station installed on the QVR Pro NAS is disabled, being updated, or uninstalled.
- All the QVR Pro cameras have stopped recording videos. (Cameras are still connected but have stopped recording due to some errors.)
- The QVR Pro recording spaces are full or encounter errors.

In this mode, QVR Guard displays **Takeover** on the taskbar.

During the takeover period, you can log on to QVR Guard using QVR Pro Client to monitor the videos and view the camera settings.

QVR Guard switches back to Standby mode when the QVR Pro server resumes normal operations,

**Tip**

You can click **Takeover** on the taskbar to view the information of the protected QVR Pro server.

Getting Started

1. Install QVR Guard.
For details, see [Installing QVR Guard](#).
2. Add a recording space.
During Takeover mode, QVR Guard saves the recordings in the allocated space.
For details, see [Adding a Recording Space](#).
3. Add a QVR Pro.
Each QVR Guard can only monitor one QVR Pro.
For details, see [Adding a QVR Pro Server](#).
4. Install QVR Pro Client.
QVR Pro Client allows you to continue monitoring the QVR Pro cameras during Takeover mode.
For details, see [Logging On to QVR Pro Client](#).
 - a. Go to the QVR Guard desktop.
 - b. Click the QVR Pro Client shortcut or go to **Main Menu > QVR Pro Client**.
 - c. Select the operating system and then click **Download**.

- d. Run the installer.

3. Overview and Basic Operations

QVR Guard Installation and Login

Installation Requirements

Installing QVR Guard requires the following conditions.

Requirement	Description
NAS settings	The QVR Guard NAS must meet the following requirements: <ul style="list-style-type: none"> • Same QTS version as the QVR Pro NAS • Same application version as QVR Pro • Same plug-ins installed on the QVR Pro NAS
Recording Storage RAID configuration	QNAP recommends using the same RAID configuration on both the QVR Pro and QVR Guard NAS devices.
NAS model	QNAP recommends using the same NAS models.
Time zone settings	QNAP recommends using the same time zone settings.



Important

- QVR Guard and QVR Pro cannot be installed on the same NAS.
- QVR Guard can only be paired with one QVR Pro.
- QVR Guard and QVR Pro must have consistent date, time, and time zone settings.

Installing QVR Guard

1. Log on to QTS.
2. Go to **App Center > Surveillance**.
3. Locate **QVR Guard** and then click **Install**.
QTS downloads the QVR Guard installer.



Note

QTS also downloads and installs Container Station if the application is not yet installed.

4. Click **Open**.
The **QVR Guard Initial Setup** window opens.
5. Complete the initial setup.
 - a. Click **Start**.
 - a. Verify that your system meets the minimum requirements and then click **Next**.
 - b. Review the date and time settings and then select **I have confirmed that the date and time settings are correct**.
You can also choose to modify the date and time settings, if necessary.

c. Click **Apply**.

QTS installs QVR Guard and a confirmation message appears.

d. Click **Finish**.

Opening QVR Guard

- Perform one of the following steps.
 - On QTS, go to **App Center > My Apps**, locate QVR Guard, and then click **Open**.
 - On QTS, go to **Main Menu > QVR Guard**.
 - On a web browser, type the following URL: <IP address>:<port>/qvrpro/.
For example, <http://118.000.00.00:8080/qvrpro/>.

Logging On to QVR Guard

1. Open QVR Guard.
For details, see [Opening QVR Guard](#).
2. Type the user name and password.
QVR Guard uses the current QTS user name and password.
3. Click **Login**.

QVR Guard Navigation

Desktop

The Desktop provides direct access to the main menu, task bar, and desktop space, enabling you to take full advantage of the QVR Guard features.

Taskbar

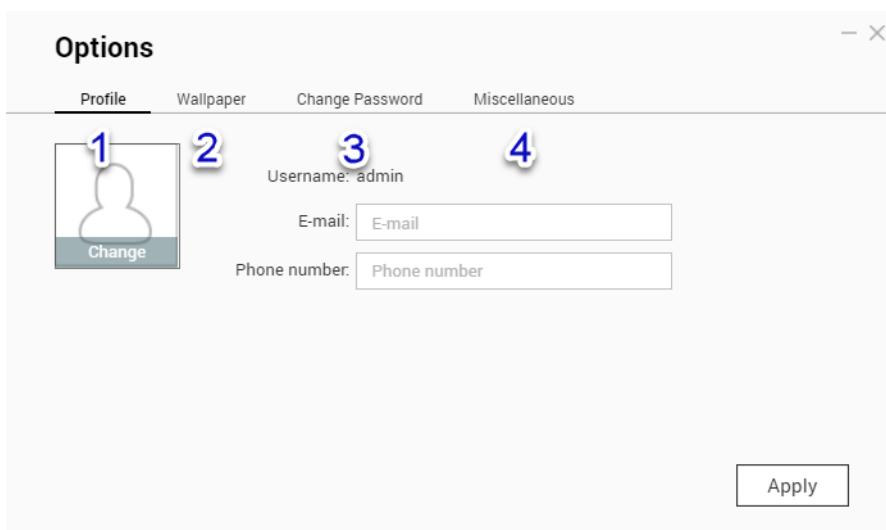


No.	Element	Possible User Actions
1	Show Desktop	Click the button to minimize or restore all open windows.
2	Main Menu	Click the button to open the Main Menu panel on the left side of the desktop.

No.	Element	Possible User Actions
3	QVR Guard Operating Mode	<p>QVR Guard displays one of the following operating modes:</p> <ul style="list-style-type: none"> • Unpaired: when QVR Guard is not paired with any QVR Pro server. • Standby: when QVR Guard is paired with a QVR Pro server but does not take over recording tasks. • Takeover: when QVR Guard is paired with a QVR Pro server and takes over recording tasks. <p>When QVR Guard is in Standby or Takeover mode, you can click this button to view the following information of the protected QVR Pro server:</p> <ul style="list-style-type: none"> • Status • Server name • Specified IP address • Current IP address • Model name • QTS version • QVR Pro version <p>For details on each operating mode, see Modes.</p>
4	Event Notifications	<ul style="list-style-type: none"> • Position the mouse pointer over the button to see the number of recent errors, warnings, and notices. • Click the button to view the following details for each event: <ul style="list-style-type: none"> • Event type • Description • Timestamp • Number of instances • Click a list entry to view the related utility or application screen. Clicking a warning or error log entry opens the System Logs window. • Click More>> to open the Logs window. • Click Clear All to delete all list entries.
5	Options	Click your profile picture to open the Options screen.
6	[USER_NAME]	<p>Click the button to view the last login time and the following menu items:</p> <ul style="list-style-type: none"> • Options: Opens the Options window. • Logout: Logs the user off the current session

No.	Element	Possible User Actions
7	More	<p>Click the button to view the following menu items:</p> <ul style="list-style-type: none"> • Help: Displays links to the Quick Start, Help Center, and Tutorials. • QVR Pro Client: Opens the application or the download information. • Language: Opens a list of supported languages and allows you to change the language of the operating system • Desktop Preferences: Opens a list of display modes and allows you to select your preferred mode of displaying the QVR Guard desktop based on your device type • Help Request: Opens the Helpdesk window • About: Displays the following information: <ul style="list-style-type: none"> • QVR Guard application version

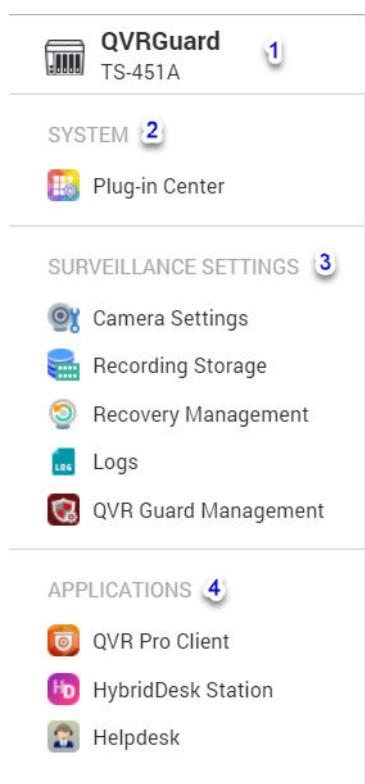
Options



#	Tab	Possible User Actions
1	Profile	<ul style="list-style-type: none"> • Specify the following optional information: <ul style="list-style-type: none"> • Profile picture • E-mail • Phone number • Click Apply to save all changes.
2	Wallpaper	<ul style="list-style-type: none"> • Select a wallpaper from the built-in options or upload a photo. • Click Apply to save all changes.

#	Tab	Possible User Actions
3	Change Password	<ul style="list-style-type: none"> Specify the following information: <ul style="list-style-type: none"> Old password New password: Specify a password with a maximum of 64 characters. QNAP recommends using passwords that contain at least 6 characters. Important Changing the QVR Guard password also changes the QTS password. Click Apply to save all changes.
4	Miscellaneous	<ul style="list-style-type: none"> Enable the following settings. <ul style="list-style-type: none"> Auto logout after an idle period of: You can specify the duration of inactivity after which the user is automatically logged out. Warn me when leaving QVR Guard: When enabled, QVR Guard displays a confirmation message whenever you try to leave the desktop (by clicking the Back button or closing the browser). QNAP recommends enabling this setting. Reopen windows when logging back into QVR Guard: When enabled, the current desktop settings (including all open windows) are retained until the next session. Show the desktop switching button: When enabled, QVR Guard displays the desktop switching buttons < > on the left and right sides of the desktop. Show the link bar on the desktop: When enabled, QVR Guard displays the link bar on the bottom of the desktop. Show the Dashboard button: When enabled, QVR Guard displays the Dashboard button on the task bar. Show the QVR Guard time on the desktop: When enabled, QVR Guard displays the server date and time on the desktop. Keep Main Menu open after selection: When enabled, QVR Guard keeps the main menu pinned to the desktop after you open it. Click Apply to save all changes.

Main Menu



#	Section	Description	Possible User Actions
1	NAS Information	Displays the NAS name and model number.	N/A

#	Section	Description	Possible User Actions
2	System	<p>Displays a list of system utilities and other programs that enable you to manage the NAS.</p> <p>The following are the default system utilities:</p> <ul style="list-style-type: none"> • Plug-in Center 	<ul style="list-style-type: none"> • Open a system utility or application in the QVR Guard or QTS desktop <ul style="list-style-type: none"> • Click a menu item. • Right-click a menu item and then select Open. • Open an application in a new browser tab (only for certain apps) <ul style="list-style-type: none"> • Right-click a menu item and then select Open in new browser tab. • Create a shortcut on the desktop <ul style="list-style-type: none"> • Right-click a menu item and then select Create shortcut. • Click and drag a menu item to the desktop.
3	Surveillance Settings	<ul style="list-style-type: none"> • Camera Settings • Recording Storage • Recovery Management • Logs • QVR Guard Management 	<ul style="list-style-type: none"> • Open a surveillance application in the QVR Guard desktop <ul style="list-style-type: none"> • Click a menu item. • Right-click a menu item and then select Open. • Create a shortcut on the desktop <ul style="list-style-type: none"> • Right-click a menu item and then select Create shortcut. • Click and drag a menu item to the desktop.
4	Applications	<p>Displays a list of applications developed by QNAP or thirdparty developers. When an app is installed, it is automatically added to the applications list.</p> <p>The following are the default applications:</p> <ul style="list-style-type: none"> • QVR Pro Client • HybridDesk Station <p> Note This application is only available on certain models.</p> <ul style="list-style-type: none"> • Helpdesk 	<ul style="list-style-type: none"> • Create a shortcut on the desktop <ul style="list-style-type: none"> • Right-click a menu item and then select Create shortcut. • Click and drag a menu item to the desktop.

4. Surveillance Settings

The QVR Guard surveillance settings include the following:

Feature	Possible User Actions
Camera Settings	View the QVR Pro camera list. For details, see Camera Settings .
Recording Storage	<ul style="list-style-type: none"> • Add a recording space. • Modify the recording space settings. • View the recording space details. • Delete a recording space. For details, see Recording Storage .
Recovery Management	<ul style="list-style-type: none"> • View the edge recording status. • View the recovery status. For details, see Recovery Management .
QVR Guard Management	<ul style="list-style-type: none"> • Add a QVR Pro. • Edit the QVR Pro information. • Remove a QVR Pro. • View the QVR Guard and QVR Pro connection status. • View the QVR Guard logs.

Camera Settings

When QVR Guard is in the Takeover mode, the **Camera Settings** screen displays the information of the added cameras.

You can click  in the camera list to view the following details.



Important

QVR Guard only displays the camera information. To configure camera settings, you need to log on to the QVR Pro NAS.

Settings	Description
Connection	This tab displays the camera connection information. For details, see Connection Settings .
Stream	This tab displays the video stream information. One camera can support up to three video streams, depending on camera types. For details, see Stream Settings .
Recording	This tab displays the recording settings. For details, see Recording Settings .
Event	This tab shows which digital input status is considered an event. The options vary depending on the camera models.

Connection Settings

You can view the following settings on the **Connection** tab.



Important

QVR Guard only displays the camera information. To configure camera settings, you need to log on to the QVR Pro NAS.

Field	Description
Preview	Displays a snapshot of the video stream if the camera connection to QVR Guard has been established.
Name	Displays the name of cameras that have been added to QVR Guard using the following format: <brand>_<model>. The default name of a manually added camera is Camera.
Brand	Displays the camera brand.
Model	Displays the camera model.
IP Address	Displays the camera IP address.
Port	Displays the camera port number. The default value is 80.
RTSP Port	Displays the real time streaming protocol (RTSP) port number. The default value is 554.
Account	Displays the camera account name.
Password	Displays the camera password. <div style="display: flex; align-items: center; margin-top: 10px;">  Tip <div style="margin-left: 10px;">You can hide or display the password by clicking .</div> </div>
Action	Displays the Test button. <div style="display: flex; align-items: center; margin-top: 10px;">  Tip <div style="margin-left: 10px;">You can click Test to test the camera connection.</div> </div>

Stream Settings

You can view the following settings on the **Stream & Recording** tab. The displayed information varies depending on camera types.



Important

QVR Guard only displays the camera information. To configure camera settings, you need to log on to the QVR Pro NAS.

Field	Description
Fisheye mount type	Displays the specified mount type. The mount type determines the location of the fisheye camera.
Stream mode	Displays the specified stream mode. The options are hidden when a camera only supports the single stream mode.
Name	The default format of the stream name is Stream<number>. The number changes depending on the number of supported streams.
Video compression	Displays the default video compression settings of the stream.

Field	Description
Resolution	Displays the default resolution of the stream. In cases where a camera has multiple streams and two or all streams use the same resolution, QVR Guard checks the video compression settings of each stream. When a camera has multiple streams, QVR Guard automatically assigns different resolutions to different streams.
Frame rate	Displays the frame rate or frequency in the number of frames per second (FPS).
Bit rate control	Displays the default bit rate control. You can choose to use one of the following options. <ul style="list-style-type: none"> • VBR or variable bit rate • CBR or constant bit rate
Bit rate	Displays the bit rate when CBR is selected.
Quality	Displays the quality when VBR is selected.

**Tip**

You can click **Preview** to preview the camera image.

Recording Settings

You can view the following settings on the **Stream & Recording** tab.

**Important**

QVR Guard only displays the camera information. To configure camera settings, you need to log on to the QVR Pro NAS.

Option	Description
Enable video recording	When enabled, QVR Guard records videos depending on the specified configuration.
Enable Autosnap	When enabled, QVR Guard takes snapshots at regular intervals.

Event Settings

You can view the following settings on the **Event** tab.

**Important**

QVR Guard only displays the camera information. To configure camera settings, you need to log on to the QVR Pro NAS.

Feature	Possible User Tasks
Alarm Input	Displays the selected alarm input for each camera.
Alarm Output	Displays the selected alarm output for each camera.

Customizing the Camera List

The camera list displays all the cameras that have been added to QVR Guard. You can choose to modify the camera list in two ways.

- Click .

- a. Specify the search parameters or type the camera name.

- Camera Brand
- Camera Model
- Status
- Camera Name

**Tip**

You can specify one or all options, as required.

- b. Click **Apply**.

The search results appear.

- Click to display the list of available camera information.
 - a. Select or deselect any of the following to customize the table columns.
 - Channel
 - Status
 - Recording Settings
 - Days Recorded
 - Brand
 - Camera Model
 - IP Address
 - MAC Address
 - Firmware Version

The selected items are added to the camera list table.

Recording Storage

The **Recording Storage** screen provides an overview of recording spaces and cameras, and several configuration options for managing your storage space.

Recording Space

QVR Guard allows you to allocate a NAS volume for storing video recordings during the takeover period. With this dedicated storage space, QVR Guard transforms your NAS into a storage center for surveillance recordings.

Adding a Recording Space

You can add a recording space to allocate a fixed volume for video recordings.

**Note**

QVR Guard only supports adding one recording space.

1. Open **Recording Storage** from the desktop or from the main menu.

2. Go to **Recording Space**.

3.

Click .

The **Add Recording Space** screen appears.

4. Complete the following information.

Field	Task
Name	Type a name for the recording space.
Overwrite Trigger Threshold	Select the overwrite trigger threshold.  Note The overwrite trigger threshold refers to the percentage of the reserved volume that remains unused before overwriting the recording files.

5. Select the volume from the list of available volumes.

6. Specify the allocated size.

7. Click **Next**.

8. On the confirmation screen, click **Back** to modify the settings or click **Next** to proceed.

9. Click **Finish**.

The new recording space is created.

Editing the Recording Space Settings

You can edit the recording space name, change the retention ratio, or expand the allocated volume.

1. Open **Recording Storage** from the desktop or from the main menu.

2. Go to **Recording Space**.

3. Select the recording space and then click  under the **Action** column.
The **Edit Recording Space Settings** screen appears.

4. Under **Allocated Volume(s)**, modify any of the following information as required.

Field	Task
Name	Type a name for the recording space.
Overwrite trigger threshold	Select the overwrite trigger threshold. The overwrite trigger threshold refers to the percentage of the reserved volume that remains unused before overwriting starts.

5. Optional: Expand the allocated volume size.

Important

The new volume size must be bigger than the current size.

a. Under the **Allocated Size** column, click .

b. On the **Expand Size** screen, select the new volume size.

- c. Click **Apply**.
6. Click **Apply**.
The changes are applied.

Viewing the Recording Space Dashboard

Check the health status of the recording spaces and review the list of recording spaces.

1. Open **Recording Storage** from the desktop or from the main menu.
2. Go to **Recording Space**.
3. Check the following widgets.

Widget	Description
Storage Overview	Displays each recording space as a slice in the pie chart. The pie chart is a visual representation of how each recording space relates to other recording spaces.
Camera Overview	Displays the overall status of the cameras in QVR Guard. The widget also lists the following information: <ul style="list-style-type: none"> • Total: the total number of cameras that have been added to QVR Guard • Without recording space assigned: the number of cameras to which no recording space is assigned • Overwrite disabled: the number of cameras where QVR Guard does not delete the oldest recordings to make room for new recordings.

4. Check the recording space list.

Column	Description
Name	Displays the specified recording space name.
Status	Displays the status of the recording space health. The status can be any of the following: <ul style="list-style-type: none"> • Normal: the recording space is available and in use • Idle: the recording space is available but not in use. • Allocating: QVR Guard is creating the recording space • Spare Enabled: the spare volume is in use • Deleting: QVR Guard is deleting the recording space • Error: the recording space has encountered an issue and is not available • Warning: QVR Guard has detected an issue that might result in an error • Normal (Expanding): QVR Guard is increasing the recording space size

Column	Description
Recording space capacity	<p>Displays the following information:</p> <ul style="list-style-type: none"> Total: total storage space Used: total storage space used Reserved: the percentage of the reserved volume that remains unused before overwriting starts <p>This displays information from Storage & Snapshots. To change the percentage, go to QTS.</p>
Recording status	Displays the total number of channels recording to the space.
Action	<p>Displays the following buttons:</p> <ul style="list-style-type: none"> Edit: click to modify the recording space settings Remove: click to delete a volume You must provide the password and confirm the action before QVR Guard deletes the volume. Details: click to view the recording space details For details, see Viewing Recording Space Details.

Viewing Recording Space Details

The **Details** screen gives you a quick overview of the recording space information.

1. Open **Recording Storage** from the desktop or from the main menu.
2. Go to **Recording Space**.
3. Select the recording space and then click  under the **Action** column.
The **Details** screen appears.
4. Review the following information.

Field	Description
Name	Displays the recording space name
Number of allocated volume(s)	Displays the total number of allocated volumes
Overwrite trigger threshold	Displays the percentage of the reserved volume that will remain unused before overwriting the recording files
Total allocated size	Displays the total size of the allocated volume(s)
Allocated volume(s)	Displays the volume name, RAID Type/Disk, storage space name, comparison between the allocated size and the total size, and the space status of the allocated volumes
Spare volume(s)	Displays the volume name, RAID Type/Disk, storage space name, comparison between the allocated size and the total size, and the space status of the spare volumes

5. Click **OK**.

Deleting a Recording Space

Delete an existing recording space if you no longer need the space or if you want to re-allocate the volume.

**Warning**

Deleting a recording space also deletes the recording information. The deleted space cannot be recovered.

1. Open **Recording Storage** from the desktop or from the main menu.
2. Go to **Recording Space**.
3. Select the recording space and then click under the **Action** column.
A confirmation message appears.
4. Review the recording space details and then click **Delete**.
A warning message appears.
5. Type the password and then click **OK**.
The recording space is deleted.

Recording Management

Rebuilding the Recording Index

QVR Guard allows you to rebuild the recording index to repair corrupted data. The index usually becomes corrupted when removing a volume with stored recordings.

1. Open **Recording Storage** from the desktop or from the main menu.
2. Go to **Recording Management > Rebuild Recording Index**.
The **Rebuild Recording Index** screen appears.
3. Click **Rebuild Recording Index**.
4. Select the channel of the recording indexes that you want to rebuild.
5. Click **Rebuild**.

Advanced Settings

Recording File Explorer

Recording File Explorer allows you to access video recordings using the QTS File Explorer. You may play, copy, or download the recording files in the `QVRProRecording/File` folder.

QVR Guard uses an index and frame data to generate media files instead of storing traditional recording files.

**Important**

If you enable this feature, you might not be able to retrieve some recorded data if QVR Guard stops working unexpectedly.

File Station supports the following formats:

Object	QVI Format	Standard Format
Folder name	QVI_Format	Standard_Format
File extension	.qvi	.mp4 or .avi
Video player	Windows Media Player	Third-party player

Object	QVI Format	Standard Format
Limitations	This format is only supported on Windows.	This format does not support the following: <ul style="list-style-type: none"> • MxPEG • Digital watermark

Enabling Recording File Explorer

You must first enable Recording File Explorer before you can see recordings in the QVR Guard recording folder (/GuardRecording/file/).

1. Open **Recording Storage** from the desktop or from the main menu.
2. Go to **Advanced Settings > Recording File Explorer**.
3. Select **Use Recording File Explorer to access recordings**.
4. Click **Apply**.

Viewing the Recording File Explorer

To view the QVR Guard recordings during Takeover mode, go to the Recording File Explorer.

1. Open **Recording Storage** from the desktop or from the main menu.
2. Go to **Advanced Settings > Recording File Explorer**.
3. Click **Open Recording File Explorer**.
File Explorer opens in a new tab or window and displays the GuardRecording folder.

Recovery Management

The **Recovery Management** screen displays the following information when edge recording is enabled.

Tab	Description
Recording Status	<ul style="list-style-type: none"> • Displays the list of cameras that have edge recording enabled • Displays the edge recording status
Recovery Status	Displays the recovery status of lost videos

QVR Guard Management

The **QVR Guard Management** screen displays the following information when a QVR Pro has been added.

Section	Description
QVR Pro information	<p>Displays the QVR Pro health status and the following information:</p> <ul style="list-style-type: none"> • Model name • QTS version • Specified IP address • Current IP address • QVR Pro version <p> Tip When the QVR Pro status becomes Unavailable, click  for more information.</p>
Connection status	Displays the current status of the connection between QVR Guard and the QVR Pro
QVR Guard information	<p>Displays the QVR Guard operating mode and the following information:</p> <ul style="list-style-type: none"> • Model name • QTS version • Specified IP address • Current IP address • QVR Guard version
QVR Guard logs	<p>Displays the QVR Guard system logs</p> <p> Tip Click  or  to expand or collapse the logs.</p>

Adding a QVR Pro Server

Add a QVR Pro server to pair with QVR Guard.



Important

Ensure that the date, time, and time zone settings are consistent between the QVR Pro server and QVR Guard. Time differences may result in playback issues.

1. Open **QVR Guard Management** from the desktop or from the main menu.
The **QVR Guard Management** screen appears.
2. Click **Add QVR Pro Server**.
The **Add Server** window opens.
3. Complete the following information.

Field	Task
Server IP	Type the IP address of the QVR Pro NAS.
Port	Select HTTP or HTTPS and then specify the port number.
User name	Type the QVR Pro NAS user name.

Password	Type the QVR Pro NAS password.
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- Click **OK**.

QVR Guard is paired with the QVR Pro.



Tip

After the pairing, you can click **Standby** on the QVR Guard taskbar to view the information of the protected QVR Pro server.

You can also click **Protected** on the QVR Pro taskbar to view the information of the paired QVR Guard and click **More Information** to view even more details.

Editing the QVR Pro Server Information

- Open **QVR Guard Management** from the desktop or from the main menu.
The **QVR Guard Management** screen appears.
- Under **QVR Pro Server**, click  .
The **Edit Server** window opens.
- Modify the following information, as needed.

Field	Task
Server IP	Type the IP address of the QVR Pro NAS.
Port	Select HTTP or HTTPS and then specify the port number.
User name	Type the QVR Pro NAS user name.
Password	Type the QVR Pro NAS password.

- Click **OK**.
QVR Guard saves all changes.

Removing a QVR Pro Server

- Open **QVR Guard Management** from the desktop or from the main menu.
The **QVR Guard Management** screen appears.
- Under **QVR Pro Server**, click  .
A confirmation message appears.
- Click **Remove**.
QVR Guard disconnects from the QVR Pro.

Logging On to QVR Pro Client

Log on to QVR Pro Client and connect to the QVR Guard server to continue monitoring the camera live streams and recordings during the Takeover mode.



Note

- Editing the camera settings is not allowed on QVR Guard during the Takeover mode. QVR Pro Client disables all editing options to prevent unnecessary changes to the QVR Pro server.
- You can only log on with the **admin** account.

- Open QVR Pro Client.

- Click **QVR Pro** and then specify the following information.

Field	Description
Host server	This is the QVR Guard Server IP address or domain name.
Port	The default value is 443.
User name	Only the <code>admin</code> account can be used.
Password	The password for the <code>admin</code> account.  Note The QVR Guard password may be different from the NAS password.

- Optional: Select **Secure login**.

- Click **Log In**.

QVR Pro Client connects to the QVR Guard server.

Logs

QVR Guard displays the following logs:

Log	Description
System events	Displays a list of system-related events such as volume creation, application installation, and firmware updates.
System connections	Displays a list of connection attempts to the system.
Surveillance events	Displays a list of surveillance-related events such as motion detection, recording space full, and event URL.
Surveillance connections	Displays a list of connection attempts to the QVR Pro Client.
Surveillance settings	Displays a list of the changes made to the surveillance settings.

5. Helpdesk

QVR Guard provides a quick way to submit a ticket using Helpdesk.

Submitting a Helpdesk Ticket

Submit a Helpdesk ticket to receive support from QNAP.

1. Open Helpdesk using one of the following methods.
 - Click **Helpdesk** on the desktop.
 - Select **Helpdesk** on the main menu.
 - Click  and then select **Help Request**.

The **Helpdesk** screen appears.

2. Complete the following information.

Field	Description
Name	Type your name.
Email address	Type a valid email address.
Issue(s)	<p>Select one or more of the following categories as required.</p> <ul style="list-style-type: none"> • System Settings • Playback • System Logs • Camera(s) • Privilege • Web Browser • Recording Storage • Event Management • QVR Pro Client • Other
Problem description	Type a short description for each issue.
Attachments	<p>Upload screenshots or other related files.</p> <div style="display: flex; align-items: center;">  Tip You can upload up to eight attachments, including system logs. Each file must be less than 5MB. </div>

3. Click **Submit**.
 QVR Guard sends the ticket to the Helpdesk portal.



Tip

You can go to <https://helpdesk.qnap.com/> to check the status of your ticket.

