

DAY LIGHT SAVING TIME ISSUE

On October 22, 2006 at 2:00 a.m. the software for the DX7000 and DX7100 DVR adjusted their clocks out of Daylight Saving Time and into Standard Time. This is one week early, as Daylight Saving Time ended on October 29th.

In certain cases, the unit went into a constant time-stamp loop, starting at 1:00 am on Sunday, October 22. The internal application clock counts time as normal for an hour, but when it reaches 1:59:59 am, the clock resets itself to 1:00:00 am and starts counting again. The DX7000/7100s are still recording, but recorded video is stamped with the wrong time (example, 1:00:00 am to 1:59:59 am).

Our extensive testing shows that this time reset was an anomaly, and is not expected to occur again until Fall 2017. We are also conducting extensive testing to make sure this issue will not occur in the Spring of 2007 with the change from standard time to daylight saving time.

We can assist you through the steps in correcting any immediate manifestations of this Daylight Saving Time issue.

IMPORTANT: If you have video files you need to save, follow *the Procedure for Finding Critical Files*, but if you just need to restore the recorder to normal operation, go to *Procedure to Restore A DX7000/7100 to Normal Operation*.

PROCEDURE FOR FINDING CRITICAL VIDEO FILES

DX7000

1. Exit to Windows Mode by selecting Setup and Clicking the 'Exit to Explorer' Icon.
2. A Windows Explorer window will appear. For each storage drive, Navigate to the '_NDE_' folder. Storage drives are any hard disk drive other than the 'C' Drive.
3. Each time slot consists of two files. Both will have the same file prefix, but a different suffix. These two files correspond to one another and must remain together in order to view them. (Example: 65khty.nde and 65khty.ndx).
4. Keep in mind that the Windows time stamp on the files will probably list as some time between 2 and 3 a.m. on virtually all files, so an extensive search effort may be necessary to find the desired Video Clip.

DX7100

1. Exit to Windows Mode by selecting Setup and Clicking the 'Exit to Explorer' Icon.
2. A Windows Explorer window will appear. For each storage drive, Navigate to the '_DDB_' folder. Storage drives are any hard disk drive other than the 'C' Drive.
3. Each time slot consists of a single file with the extension '.ddb'
4. Keep in mind that the Windows time stamp on the files will probably list as some time between 2 and 3 a.m. on virtually all files, so an extensive search effort may be necessary to find the desired Video Clip.



EXPORTING VIDEO CLIPS TO BE VIEWED

Once the clips are located, they will need to be exported onto another PC to view them using the Backup Viewer application. There are a few different ways of doing this including USB Hard Disk or Thumb Drives, Setting up a Network Share, or CD-RW (if one is installed on the DVR in question). The Backup Viewer software can be obtained from <ftp://pelco.com/SupportSoftware/DXSeries/> under the folders corresponding to the DX7000 and DX7100.

For any further questions on exporting these video clips, please contact the Digital Support Department at 1-800-289-9100.

****An Application has been written for your convenience that automates the two following procedures. This application can be obtained by downloading:**
<ftp://pelco.com/SupportSoftware/DXSeries/dst.exe>, or by contacting the Digital Support Department at 1-800-289-9100.

PROCEDURE TO RESTORE A DX7000/7100 TO NORMAL OPERATION

Once all essential video clips are found and backed up, use the following steps to bring the DVR out of the looping mode:

1. Exit to Windows Mode by selecting Setup and Clicking the 'Exit to Explorer' Icon.
2. Navigate to Control Panel and open the Time Settings Icon**
3. Adjust the Time and Date to reflect the Current Time and Date.
4. Confirm Settings and close all windows to resume recording operation. The DVR will now resume normal operation.

**TIME SETTINGS ICON LOSS

If the customer is experiencing a missing Time Settings Icon under Control panel, take the following steps to enable the Icon:

1. Exit to Windows Mode by selecting Setup and Clicking the 'Exit to Explorer' Icon.
2. Navigate to the folder C:\Windows\System\
3. Locate the file named 'timedate.cpa'
4. Make a copy of the file in one of the following ways:
 - a. Use Hotkeys CTRL+C and then CTRL+V
 - b. Right-Click on the file, select 'copy'. Then Right-Click on a blank area within the C:\Windows\System folder and select 'paste'.
5. Locate the file 'Copy of timedate.cpa' and rename it to 'timedate.cpl'.
6. Recheck the Time Settings Icon under Control panel to make sure it now properly appears.

