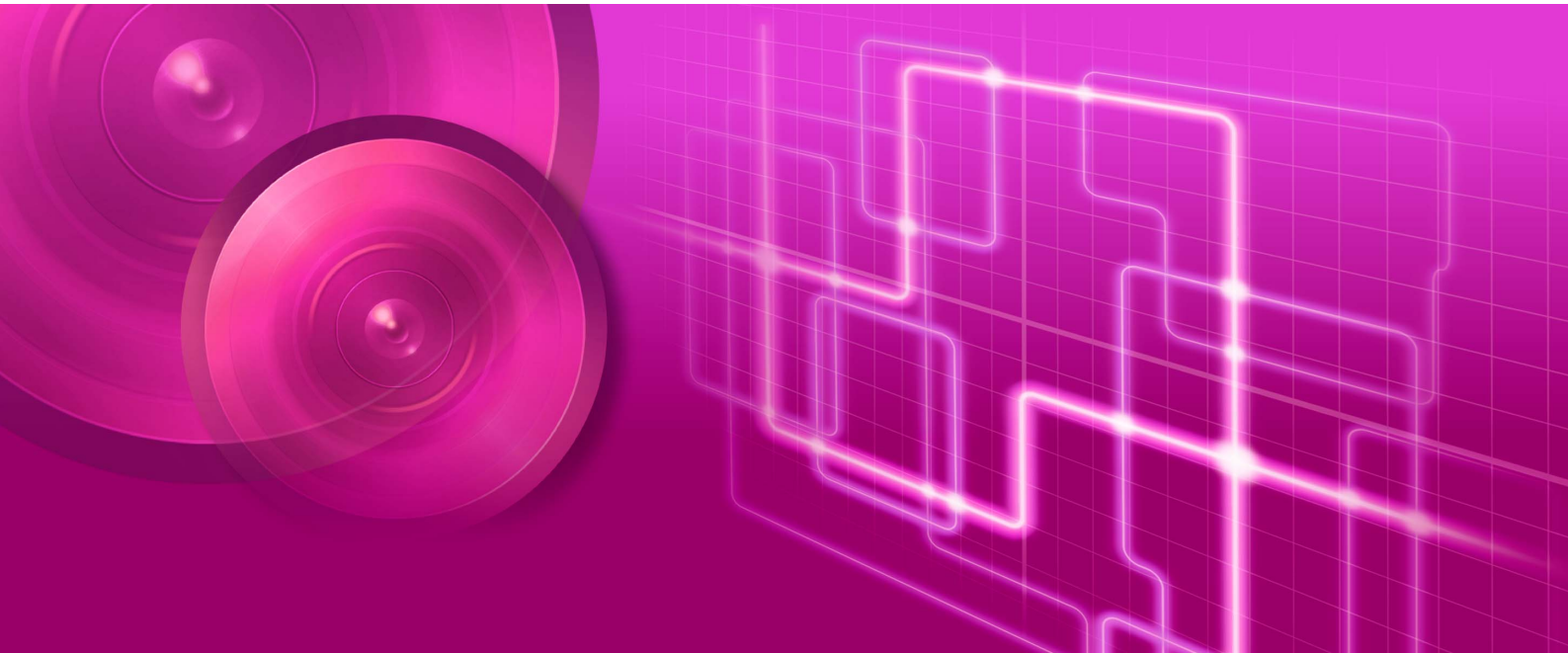




Network Camera

Recorded Video Utility Version 1.4

User Manual



This User Manual should be read before using the network camera.

ENGLISH

Introduction

This “User Manual” explains the Recorded Video Utility (hereafter referred to as “this utility”) settings and operations. Read this guide carefully before using this utility to ensure correct use.

* The cameras described in this manual may include models not available in your country and/or region.

For the latest information on this product (firmware and software, user manuals, operating environment, etc.), please refer to the Canon website.

Precautions for Use (Disclaimer)

■ Disclaimer

To the full extent permitted by laws and regulations, neither Canon Inc. nor any of its subsidiaries or affiliates shall be responsible for any financial losses that may be incurred as a result of the loss of recorded information or images, regardless of the internal or external cause of the loss.

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The user is responsible for the network security of this product and its use.

Take appropriate network security measures to avoid security breaches. To the full extent permitted by laws and regulations, neither Canon Inc. nor any of its subsidiaries or affiliates shall be liable for any losses, direct, incidental or consequential damages, or liabilities that may be incurred as a result of network security incidents such as unauthorized accesses.

<Network Security Recommendations>

- Change the password of the camera periodically.
- Change the HTTP or HTTPS port number of the camera.
- Limit access to the camera by network devices.

For additional network security recommendations, please refer to the Canon website.

■ Copyright

Videos, images or sounds recorded with your camera may not be utilized or published without consent of copyright holders, if any, except in such a way as permitted for personal use under the relevant copyright law.

■ License Agreement of Software

For the license agreement of the software, please refer to the text file provided along with the installer.

This product is licensed under AT&T patents for the MPEG-4 standard and may be used for encoding MPEG-4 compliant video and/or decoding MPEG-4 compliant video that was encoded only (1) for a personal and non-commercial purpose or (2) by a video provider licensed under the AT&T patents to provide MPEG-4 compliant video. No license is granted or implied for any other use for MPEG-4 standard.

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Camera Disposal

Dispose of the camera in accordance with local laws and regulations.

When disposing of the camera, do not forget to remove the memory card.

Before using this tool, please read the user manuals included with the camera in addition to this manual.

■ Notes

1. Any unauthorized reproduction of this manual is prohibited.
2. The contents of this manual are subject to change without any prior notice.
3. This document has been prepared with the utmost attention to accuracy. If you have any comments, however, please contact a Canon sales representative.
4. Canon shall assume no liability for any outcome of using this product, notwithstanding items 2 and 3 above.

How to Use This Manual

The assumed reading format of this manual is on a computer screen.

■ Software Screenshots

The software screenshots samples shown in this manual are for illustration purposes only. The screenshots may differ from the actual screens displayed.

Descriptions use Windows 10 for example screens.

■ Symbols Indicating Precautions



Symbol	Description
 Important	Cautions and restrictions during operation. Make sure to read these carefully.
 Note	Supplementary descriptions and reference information.

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Chapter

1



Before Use

This chapter describes basic information regarding the use of the Recorded Video Utility, such as an overview of various functions, system requirements, and installation methods.

Functions of the Recorded Video Utility

Recorded Video Utility Overview

The Recorded Video Utility is an operational utility for videos saved onto a memory card. With this utility, the following operations are possible.

Managing the Recorded Videos

Display the List of Videos

Display a list of videos recorded with a camera (P. 14).

Filter

Use the filter function to find your desired recorded video (P. 15).

Update

Update the information for videos displayed in the list (P. 14).

Playing Back Recorded Video

View a JPEG Video

Play back JPEG videos (P. 22).

View an H.264, H.265 Video

Play back H.264, H.265 videos (P. 23).

View an H.264, H.265 Video with an External Player

Play back H.264, H.265 videos with an external player (P. 24).

Editing Recorded Video

Download Video

Download videos recorded on a memory card to a PC (P. 16).

Delete Video


Delete videos that are on a memory card, or have been downloaded to a PC (P. 17).

Export Video Files for Playback

Video downloaded to a computer can be exported in the MP4 format that can be played back on a computer (P. 19).

Saved Data of Memory Card

The following data is saved to the memory card inserted in the camera.

- Video files manually recorded with the  [Memory Card Recording] button of the Viewer
- Image files of recording-mode stream that could not be distributed due to a network error (JPEG only)
- Video files when HTTP or FTP upload failed
- Video files recorded by [External Device Input], [Volume Detection] and the intelligent functions when an event occurs
- Video files recorded using a timer
- Video recorded with ONVIF



Note

For the settings for recording video on the memory card, the settings for overwriting an old video, and the operation of the memory card set in the camera, refer to the camera's "Operation Guide".

Operating Environment

For the latest information on this product (firmware and software, user manuals, operating environment, etc.), please refer to the Canon website.

System Requirements

The system requirements for Recorded Video Utility are as follows.

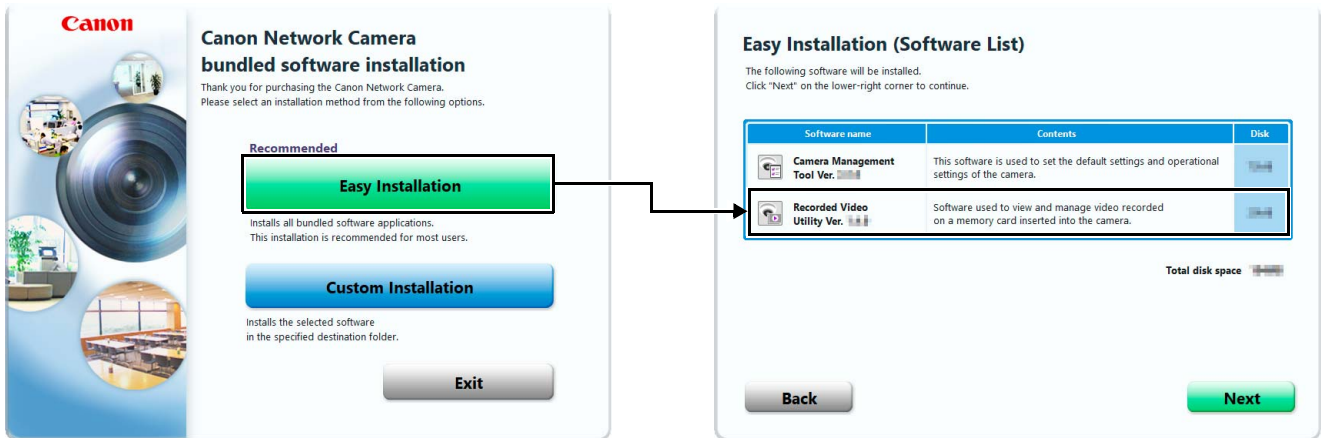
CPU (Recommended)	Intel Core i7-2600 or greater
OS	Windows 10 64-bit Windows 11
Operating System Language	German/English/Spanish/French/Italian/Polish/Russian/Turkish/Thai/Korean/Chinese (Simplified)/Japanese
Software (Runtime Library)	.NET Framework 4.6.2 or later

Supported Cameras

Supported Cameras	VB-H47, VB-M46, VB-S32VE, VB-S32D, VB-S820D, VB-S920F, ME20F-SHN, VB-H45, VB-M44, VB-H730F Mk II, VB-S30D Mk II, VB-S31D Mk II, VB-S800D Mk II, VB-S900F Mk II, VB-S805D Mk II, VB-S905F Mk II, VB-H761LVE-H, VB-H751LE-H, VB-M741LE-H, VB-S30VE, VB-S800VE, VB-S910F, VB-R13VE, VB-R13, VB-R12VE, VB-M50B, VB-H652LVE, VB-H651VE, VB-H651V, VB-H761LVE, VB-H760VE, VB-H751LE, VB-R11VE, VB-R11, VB-R10VE, VB-M641VE, VB-M641V, VB-M640VE, VB-M640V, VB-M741LE, VB-M740E
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Installation

This utility can be installed from the installer (installer name: VBToolsInstall.exe). For details on installation, please refer to the camera's "Operation Guide".



The icon of this utility appears on the desktop after installation.





Chapter 2

Recorded Video Utility Operations

This chapter describes the operations of the Recorded Video Utility.

Launching the Recorded Video Utility

Start this utility on your PC, and display the list of videos saved on the memory card mounted in the camera.

Starting this Utility

When you install this utility, the icon is displayed on the desktop. Click the icon to start this utility.

Important

You cannot start this utility while creating a panorama image on the camera. In addition, creating a panorama image (or in other cases where the camera is accessed) while operating this utility causes you to exit this utility.

Note

To use this utility on computers where Windows Firewall is enabled, you may need to register it as an application allowed to communicate through the firewall. If this utility is not registered as an approved application, it will be blocked by the firewall when started, but it can still be started by clicking [Yes] in the dialog box that is displayed.

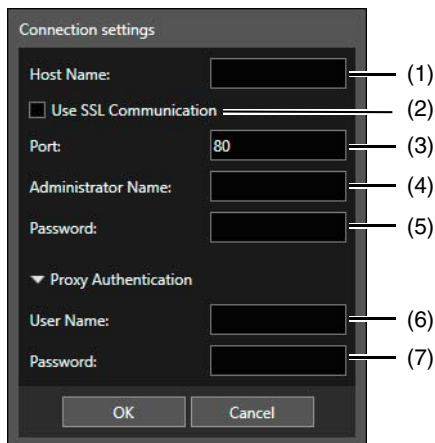
- 1 Double-click the [Recorded Video Utility] icon on the desktop.



record.exe

Launches this utility.

- 2 Enter the information of the connected camera.

A screenshot of the 'Connection settings' dialog box. It contains several input fields and a checkbox, each with a numbered callout: (1) Host Name, (2) Use SSL Communication checkbox, (3) Port (with '80' entered), (4) Administrator Name, (5) Password, (6) Proxy Authentication User Name, and (7) Proxy Authentication Password. There are 'OK' and 'Cancel' buttons at the bottom.

Connection settings

- (1) [Host Name]
Enter the host name or IP address of the camera.
- (2) [Use SSL Communication]
Select this to connect to the camera using SSL communication.
- (3) [Port]
Enter the port number of the camera. Use the default value normally.
- (4) [Administrator Name]
Enter the administrator name for the camera.
- (5) [Password]
Enter the administrator password for the camera.

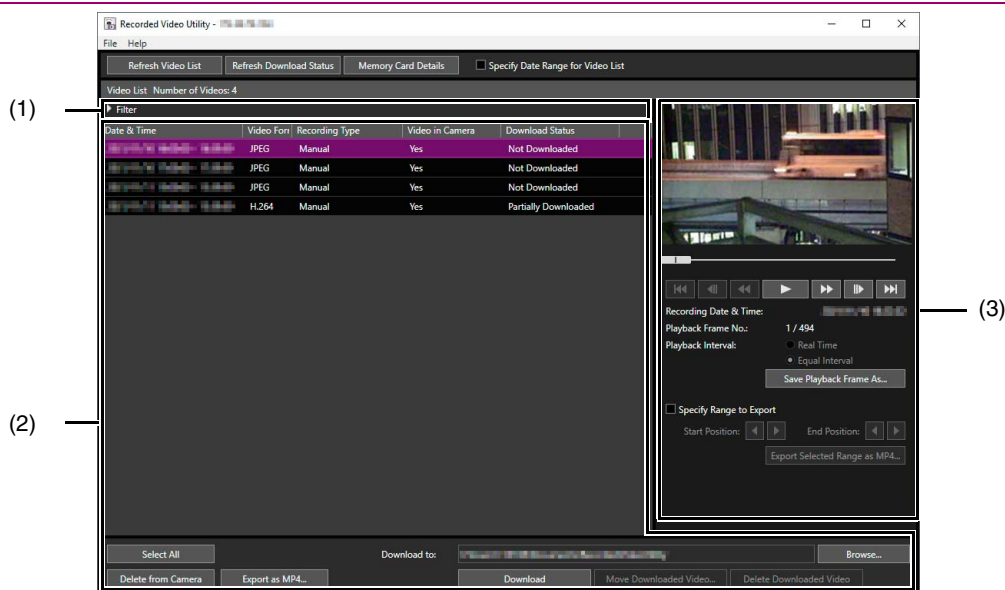
Proxy Authentication

- (6) [User name]
If using a proxy server, enter the user name of the proxy server.
- (7) [Password]
If using a proxy server, enter the password of the proxy server.


3 Click [OK].

Data saved on the memory card of the connected camera is displayed on the main screen.

Names of Each Area of the Main Screen



(1) Filter

By clicking  and specifying conditions, it narrows down the number of videos that appear in the video list. For more information, please refer to “Narrowing Down the Number of Videos” (P. 15).

(2) List of Videos Operation Area

Display a list of videos saved on the memory card, and download to a PC, etc.

(3) Playback Videos Area

Play back videos selected from the list of videos operation area. For more information, please refer to “Playing Back Video” (P. 22).

Using the Video List

Video List Display Information

(1) Date & Time	(2) Video Format	(3) Recording Type	(4) Video in Camera	(5) Download Status	Header
[Thumbnail]	JPEG	Manual	Yes	Downloaded	
[Thumbnail]	JPEG	Manual	Yes	Not Downloaded	
[Thumbnail]	JPEG	Manual	Yes	Not Downloaded	
[Thumbnail]	H.264	Manual	Yes	Partially Downloaded	

Note

If you click the header of each item, you can change the sort order (ascending or descending) for that item.

(1) [Date & Time]

Displays the date and time of a video recording.

Note

If you change [Time Zone] in the Setting Page for the camera, the changed date and time will be reflected after you restart this utility.

(2) [Video Format]

Displays the format of the recorded video ([JPEG], [H.264] or [H.265]).

(3) [Recording Type]

Displays the types of recorded video.

- [Upload]: Video failed to upload from the camera
- [Manual]: Manually recorded video
- [Timer]: Video recorded using the timer
- [Event]: Video recording triggered by an event
- [Recording-Mode Stream]: Video that has failed video distribution when using RM recording-mode stream
- [ONVIF]: Video recorded with ONVIF

(4) [Video in Camera]

Displays whether or not any video remains on a memory card.

When video has been deleted from a memory card after downloading it, this indicator displays [No].

(5) [Download Status]

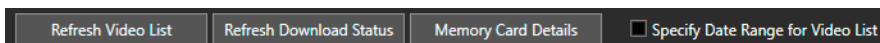
Displays download status of video ([Downloaded], [Not Downloaded], [Partially Downloaded]).

Refreshing the Video List

Click [Refresh Video List] to update the video list to the current state.

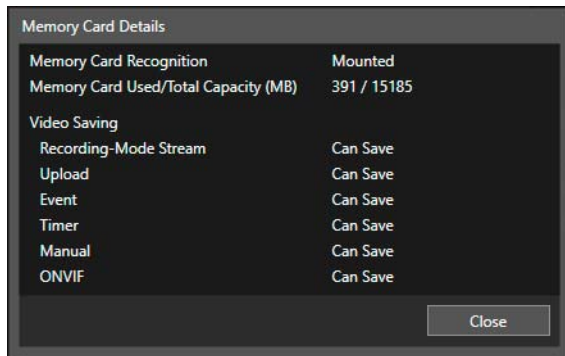
If [Specify Date Range for Video List] is checked, video of the specified period can be acquired. If [Start Date] or [End Date] is checked, video of the specified start or end date for the period can be acquired.

Click [Refresh Download Status] to update download status of the video list to the current state.




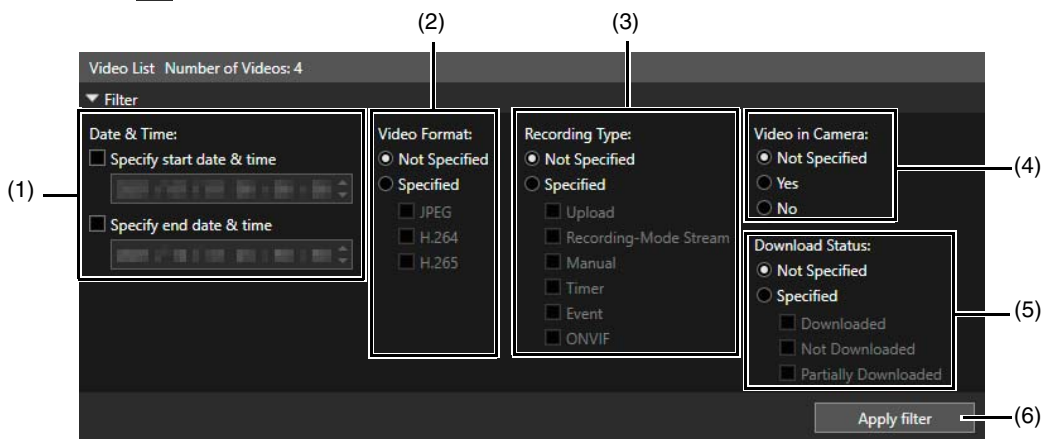
Displaying the Memory Card Information

Click [Memory Card Details] in the upper part of the screen to display information on the memory card mounted in the camera.



Narrowing Down the Number of Videos

By clicking  in [Filter] and specifying conditions, it narrows down the number of videos that appear in the video list.



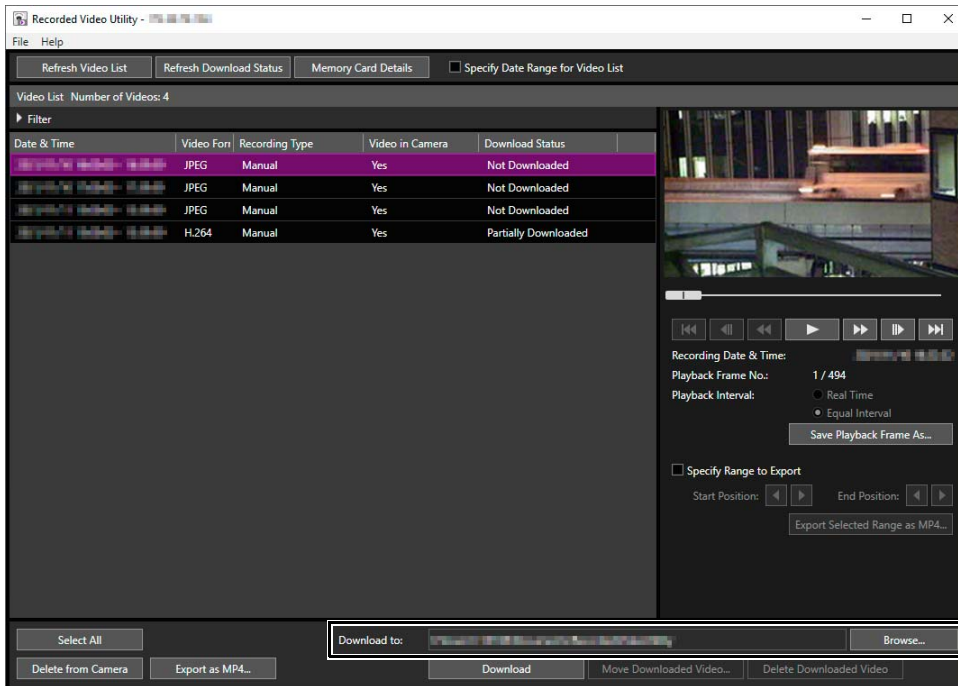
- (1) **[Date & Time]**
 [Specify start date & time]
 When this checkbox is selected and a date and time are entered, videos recorded on or after the specified date and time are shown.
 [Specify end date & time]
 When this checkbox is selected and a date and time are entered, videos recorded on or before the specified date and time are shown.
- (2) **[Video Format]**
 Select [Specified], then select the video formats you would like to display (multiple selections possible).
- (3) **[Recording Type]**
 Select [Specified], then select the video recording types you would like to display (multiple selections possible).
- (4) **[Video in Camera]**
 Filters by whether or not video is saved to a memory card.
- (5) **[Download Status]**
 Select [Specified], then select the download status you would like to display (multiple selections possible).
- (6) **[Apply filter]**
 When this is clicked, only the videos matching the specified conditions are displayed.

Downloading/Deleting Video

Download video recorded on a memory card mounted in the camera to a computer. You can also delete video on a memory card or that has been downloaded to a computer.

Downloading Video

- 1 Enter in [Download to] the path to the folder for downloading video.
Click [Browse] and specify the folder in the dialog box that appears.



- 2 Click to select a video in the video list for download.
To select multiple videos, click the videos while holding down the Ctrl or Shift key.
Click [Select All] to select all videos.
- 3 Click [Download].
The video is downloaded to the specified folder.

Important

- Since the Recorded Video Utility processes both files downloaded to a computer and its original videos recorded to the memory card, the video list will not display correctly if you manually delete files downloaded to a computer. If you manually delete files, click [Refresh Download Status] to refresh status of data downloaded to a computer.
- If you restore the date settings of a camera after downloading videos, there may be files for which the video IDs are different but the date and time of the recording are the same. In this case, if you download videos, files downloaded after restoration are not saved.

Note

- If you change the download folder, the download status of the files in the download folder prior to the change becomes [Not Downloaded]. Manually copy the files in the download folder prior to the change to the new download folder to change their status to [Downloaded].
Downloaded videos are stored in a folder that is automatically created within the specified destination folder and named using the camera IP address (for example, [192.168.100.1]). Exit the Recorded Video Utility before using Explorer to browse the folders before and after the change and copy the contents of the folder with the same name as the camera IP address.

After copying, launch the Recorded Video Utility, click [Refresh Download Status] and the manually copied files will appear in the video list.

For details on the folder configuration and file naming rules for the download location, please refer to "Data Downloaded with Recorded Video Utility" (P. 20).

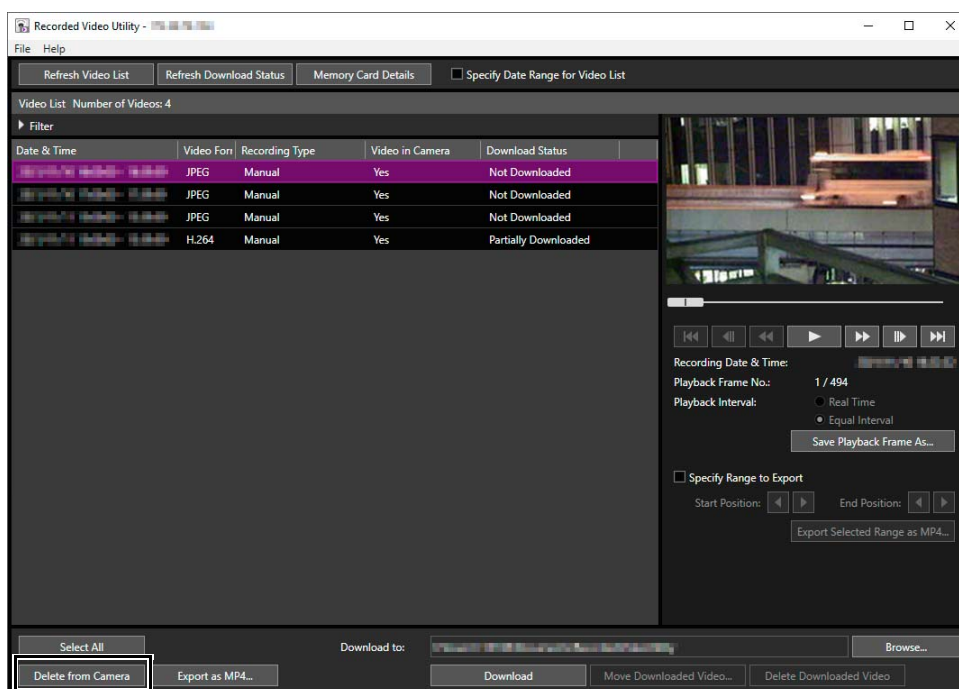
- If you change to a time zone with a different offset in the Setting Page for the camera, [Partially Downloaded] videos will be displayed as [Downloaded] videos in the list of videos. In addition, [Partially Downloaded] and [Downloaded] videos are displayed in the list of videos as [Not Downloaded] videos in the local time after changing the time zone.

Deleting Video

Delete video on a memory card or that has been downloaded to a computer.

■ Deleting Video on a Memory Card

- 1 Select a video to delete in the video list.
- 2 Click [Delete from Camera].



The video on the memory card will be deleted.

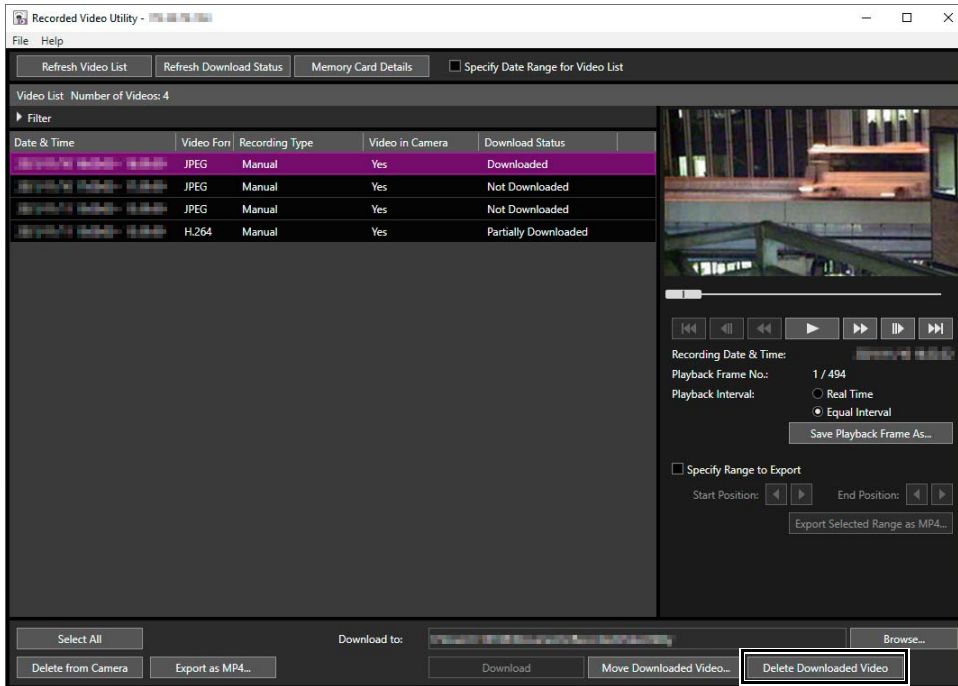
🗨 Note

- If the selected videos contain [Not Downloaded] videos, a message prompting you to confirm deletion appears.
- The more files that you select to delete, the long it takes to delete the video. For example, if you delete an hour's worth of video (it may only show as being one item in the video list), it can take several minutes.

■ Deleting Downloaded Videos from a Computer

- 1 Select a [Downloaded] video in the video list to delete from the computer.

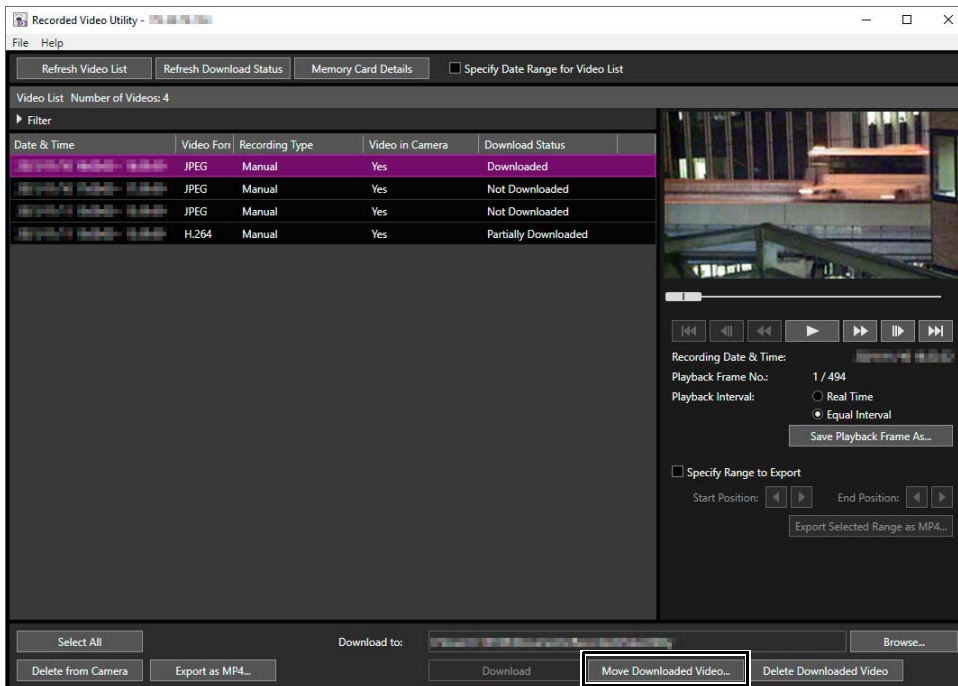
2 Click [Delete Downloaded Video].



The video is deleted from the computer.

Moving Downloaded Videos to a Different Computer Folder

- 1 Select a [Downloaded] video in the video list to move.
- 2 Click [Move Downloaded Video].



The [Browse For Folder] dialog box appears.

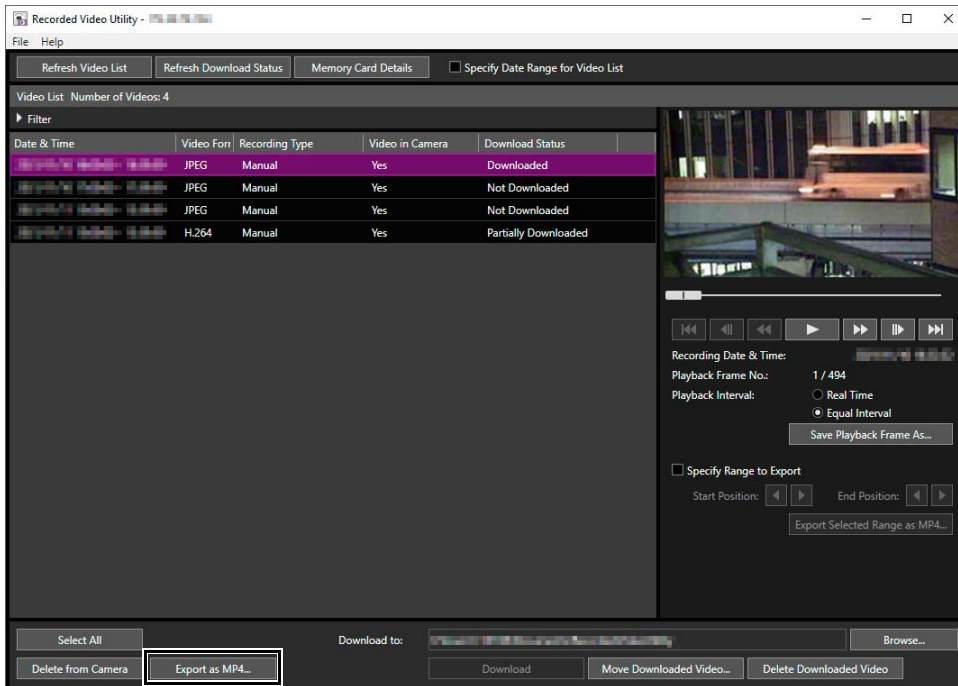
- 3 Select a folder to move to and click [OK].
The video is moved to the specified folder.

Exporting Video Files for Playback

Video downloaded to a computer can be exported in the MP4 format that can be played back on a computer. For H.264 video, subdivided files are merged into a single file.

Exporting Entire Video

- 1 Select a video to export in the video list.
- 2 Click [Export as MP4].



The [Browse For Folder] dialog box appears.

- 3 Select a folder to export to and click [OK].

The video is exported.

Note

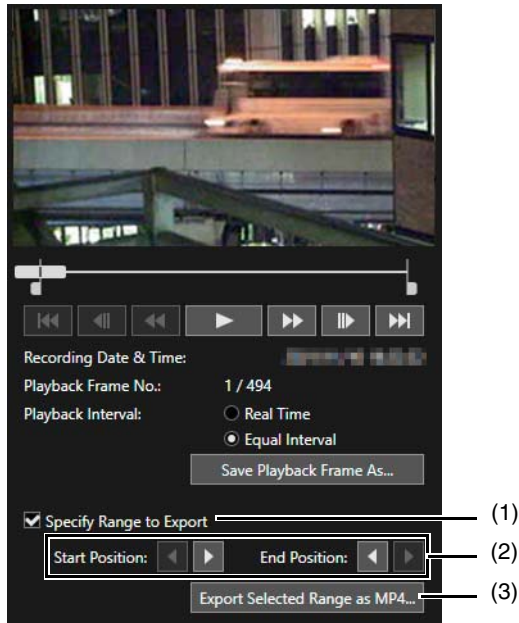
- The exported video files can be played back using the default OS or compatible video player. However, playback when using this media player is not guaranteed.
- Recorded JPEG video whose video size was changed during recording and exported file cannot be played back in some media players.
- Specify the export destination folder as a different folder than the [Download to] folder in the list of videos operation area. If you specify the same folder, the exported videos may be displayed in the list of videos.

Exporting Selected Range of Video

Able to specify the range of video to export.

- 1 Select a video to export in the video list.

- Specify the range of video to export in the playback videos area.



- [Specify Range to Export]**
Check to specify the range of video to export. When checked, a knob appears on the slider. By moving the slider, it is possible to specify the range to export.
- [Start Position], [End Position]**
By clicking, it is possible to move the position of the knob of the selected range area in frame units.
- [Export Selected Range as MP4...]**
Click to export the selected range of video. [Browse Folder] dialog will appear, and select the folder for the export file.

- Click [Export Selected Range as MP4...] and select the folder for the export file.

Data Downloaded with Recorded Video Utility

When the video data of the memory card is downloaded to a computer or other device using this utility, it is saved under a folder structure and file name like the following.

Folder Structure

Example: H.264 video, manually recorded using a camera with an IP address of 192.168.100.1, on Sept. 10, 2015, from 16:00:00 to 16:59:59 (Camera Time Zone: GMT+09:00).

```
D:\work \ 192.168.100.1 \ 20150910 \ 070000_075959 _ +9 _ M _ H264
```

(1) (2) (3) (4) (5) (6) (7)

- Folder specified with [Download to]
- IP address of the camera
- Video recording date
- Recording start and end times (UTC)
- Time difference from UTC

(6) Recording type

- E: Event
- M: Manual recording
- R: Recording-mode stream
- T: Timer
- U: Upload
- O: ONVIF

(7) Video format (JPEG or H.264)**Note**

- A folder is created once per hour.
- If the time difference is added to the starting and ending times, it will equal to the local time.

■ File Name Format

Example: Video, manually recorded on Sept. 10, 2015, starting from 16:06:19 (Camera Time Zone: GMT+09:00).

20150910 070618 - 070619 - M 000000001.mov

(1)
(2)
(3)
(4)
(5)

(1) Video recording date**(2) File creation time (UTC)****(3) Recording start time (UTC)****(4) Recording type**

- E: Event
- M: Manual recording
- R: Recording-mode stream
- T: Timer
- U: Upload
- O: ONVIF

(5) File extension**Note**

- The file creation time will be earlier than the actual start of recording time.
- If multiple video files were created because recording continued for several seconds or more, a new file name with different values for (2) and the sequential number ending will be used. In the above example, if recording starts at (16:06:19), and the new file is switched to 4 seconds later, the file name will be as follows.

20150910070623-070619-M000000002.mov

Since this is a continuation of the recording that started at 16:09:19, the recording start time (3) will remain as "070619". The sequential number at the end of the file name will be increased by one increment.

Playing Back Video

Video selected in the video list can be played back in the [Playback Videos] area.
The way to play back video differs depending on the video format.

Note

For [Downloaded] video, the video is played back on the computer. For video that has not completed download, video on the memory card is played back.

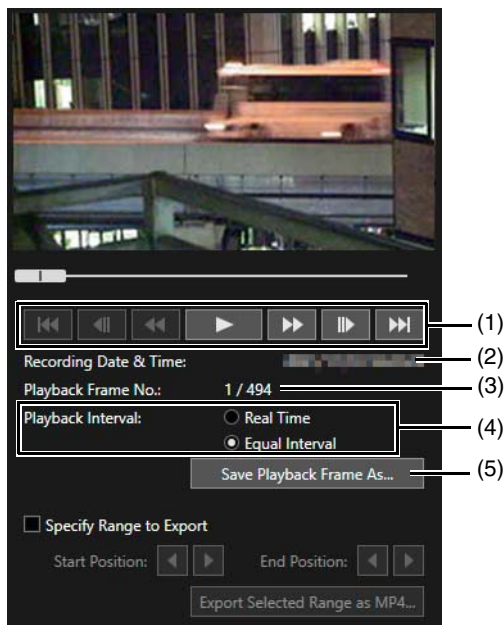
Playing Back JPEG Video

Note

If JPEG videos that have been downloaded or created without this utility are displayed in the video list, when they are played back, the total frame number may not be displayed correctly in the playback videos area, or videos may not be played back in the correct order.

1 Select JPEG video in the video list for playback.

The first frame and information for the selected video will appear in the playback videos area.



(1) Playback Controls

Controls used for playback.

(2) [Recording Date & Time]

Displays the date and time of video frames that are being displayed.

(3) [Playback Frame No.]

Displays frame numbers and total number of video frames that are being displayed.

(4) [Playback Interval]

[Real Time]

Video is played back in real time interval according to the recording time. The preceding video appears in an empty frame. [Real Time] can be selected only for playback of downloaded videos.

[Equal Interval]

Video is played back at a 1-second interval.

(5) [Save Playback Frame As]









Video frames that are being played back can be saved as a separate file.

Note

Specify the folder as a different folder than the [Download to] folder in the list of videos operation area. If you specify the same folder, the saved videos may be displayed in the list of videos.

2 Use the playback controls for playback.

Change the playback position by clicking on the slider or dragging the knob. Also able to control the playback with the operation buttons. The function of each button is as follows.

	Move to first frame
	Move to previous frame
	Fast reverse
	Playback
	Pause
	Fast forward
	Move to next frame
	Move to last frame



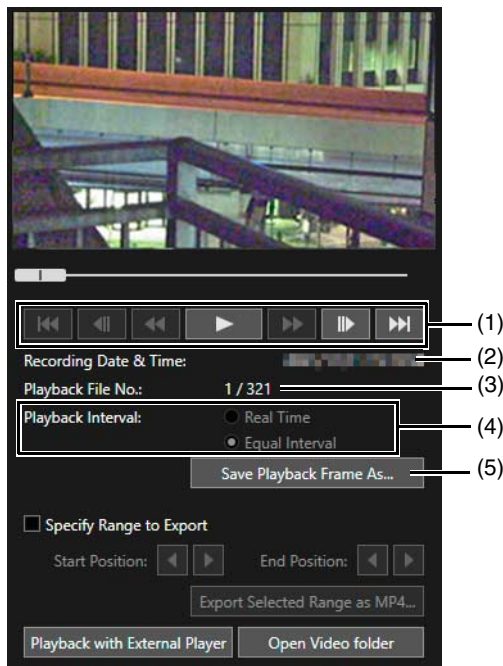
Note

[Not Downloaded] or [Partially Downloaded] videos may not be played back in the order they were recorded.

Playing Back H.264/H.265 Video

1 Select H.264/H.265 video in the video list for playback.

The first frame and information for the selected video will appear in the playback videos area.



- (1) **Playback Control**
Controls used for playback.
- (2) **[Recording Date & Time]**
Displays the date and time of video frames that are being displayed.
- (3) **[Playback File No.]**
Displays file numbers and total number of video files that are being displayed.

(4) [Playback Interval]

[Real Time]

Video is played back in real time interval according to the recording time. The preceding video appears in an empty frame. [Real Time] can be selected only for playback of downloaded videos.

[Equal Interval]

Even for video where frames were recorded intermittently, playback is shortened by only playing back the interval just before the empty frames.

(5) [Save Playback Frame As]







Video frames that are being played back can be saved as a separate file.

 Note

Specify the folder as a different folder than the [Download to] folder in the list of videos operation area. If you specify the same folder, the saved videos may be displayed in the list of videos.

2 Use the playback controls for playback.

Change the playback position by clicking on the slider or dragging the knob. Also able to control the playback with the operation buttons. The function of each button is as follows.

	Move to first frame
	Move to previous frame
	Playback
	Pause
	Move to next frame
	Move to last frame

 Note

- For [Not Downloaded] or [Partially Downloaded] video, if a file is played back while still downloading, playback may momentarily pause when switching files, depending on the network environment.
- [Not Downloaded] or [Partially Downloaded] videos may not be played back in the order they were recorded.

■ Playing Back H.264/H.265 Video with an External Player

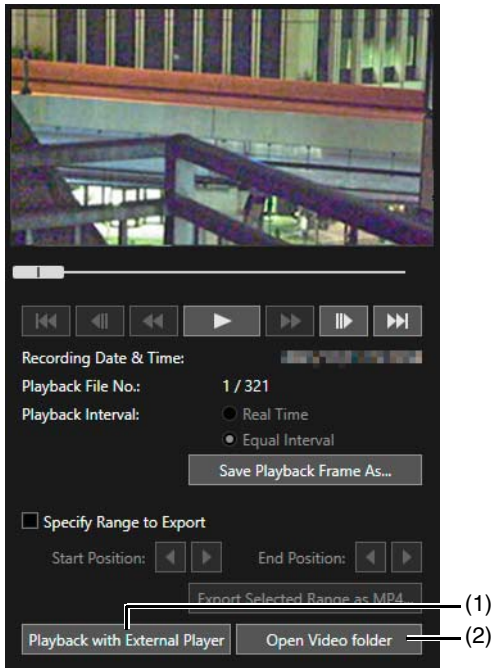
1 Select video in the video list for playback.

The external player playback screen appears.

 Note

It is necessary to download the videos to a PC beforehand to play back the videos with an external player (P. 16).

2 Use the external player for playback.



(1) [Playback with External Player]

The external player (Windows Media Player, etc.) is launched and the selected video is played back.

(2) [Open Video folder]

Open the folder storing the selected video. Double-click the video file in the folder to play, or select the software to play the video.



Note

- The downloaded video file will have the following extension:
H.264: "mov" or "mp4"
H.265: "mp4"
- When the data size for a mov format files is 1 MB or greater, or 3 MB or greater in a MP4 format, they are split into several files.
- If the mov format files are split into several files, only the initial few seconds of the first file can be played back. Click [Export as MP4] to play back the multiple videos as a single video (P. 19).
- The downloaded video files can be played back using the default software on the OS or other compatible software.
- It is not guaranteed the playback operation will work when using an external player with its software.

Chapter 3

Appendix

This chapter describes the message lists.

Message List

There are three types of messages displayed in this utility.

- Information Messages (Messages displaying information)
- Warning Messages (Messages urging caution)
- Error Messages (Messages indicating an error)

When warning messages or error messages are displayed, take countermeasures according to the table below.

Warning Message

Message	Explanation
Connection has been closed. Please start the tool again.	The connection with the camera was terminated. Probable causes include the following. <ul style="list-style-type: none"> – The PC was resumed from sleep mode or suspend mode. – When starting this utility, a connection was attempted in [Connection settings], but an error occurred and the connection was canceled. – The network connection was terminated. Start this utility again.
User authentication failed.	The administrator account entered in [Connection settings] is incorrect. Enter the correct information.
Disconnected because administrator password was changed.	The administrator password used to connect to the camera has changed during operating this utility. Enter password in [Connection settings].
No videos found in the camera. Please refresh the video list.	The videos on the memory card mounted in the camera have been deleted. Click [Refresh Video List] to update the video list to the current state.
No downloaded videos found. Please refresh the download status.	The files downloaded to the PC cannot be found because they have been deleted or moved. Click [Refresh Download Status] to update to the current state.
Memory card not mounted in camera.	Access of the memory card was attempted, such as refreshing the video list, downloading or deleting videos while the memory card was not mounted in the camera. Mount the memory card in the camera, and perform the operation again.
Memory card is locked.	An attempt was made to delete videos while the memory card is write-protected. Remove write protection from the memory card.
The maximum number of videos reached. Please organize videos.	The maximum number of videos in the list of videos is 10,000. Delete videos as necessary.
Cannot access the memory card because the video management information is now being recreated. Please perform the operation after the recreation is completed.	[Exec] is clicked in [Memory Card Operations] > [Recreate Video Management Information] in the Setting Page, and the management information file for the recorded videos, which has been created on the memory card, is being recreated. The access such as updating the video list, downloading and deleting the videos cannot be performed to the memory card during the recreating process. Perform the operation after the recreation is completed.
Another Recorded Video Utility is already connected from another PC.	Another instance of this utility is connected to the same camera from another PC. Only one instance of this utility can connect to a camera at a time.
Please enter a start date & time that is earlier than the end date & time.	The start [Date & Time] and the end [Date & Time] of the filter are invalid. Specify a start [Date & Time] that occurs before the end [Date & Time].
Could not open the Video folder. Please refresh the download status.	The folder in which the downloaded videos are saved cannot be opened when clicking [Open Video folder] (P. 25). Click [Refresh Download Status] to update to the current state, and perform the operation again.
Failed to launch the external player.	The external player cannot be launched to playback video when clicking [Playback with External Player] (P. 25). Check if the external player has been installed correctly.

Message	Explanation
Cannot access the memory card. Please recreate the video management information on the Settings page.	The memory card cannot be accessed because [Video Management Information Recreation Required] is displayed in [Memory Card Information] > [Video Management Information Status] in the Setting Page of the camera. Click [Exec] in [Memory Card Operations] > [Recreate Video Management Information] in the Settings Page to recreate the management information file.
You cannot play the selected video, because it has been overwritten.	This message is displayed if you select or play back a video that was overwritten in a different video format. This message is also displayed if you select or play back a video that was overwritten by a video in the same format, but with a start time that is at least two hours later.
You cannot download the selected video, because it has been overwritten.	This message is displayed if you download a video that was overwritten in a different video format. This message is also displayed if you download a video that was overwritten by a video in the same format, but with a start time that is at least two hours later.
The specified camera is not a network camera, or it is not a supported model.	An unsupported camera or network device was specified. Check the specified camera.
Could not delete the video. Please refresh the video list.	This message is displayed if you attempt to delete a video for which the [Recording Type] is [Recording-Mode Stream], but has already been deleted. Click [Refresh Video List] to refresh the list of videos.

Error Message

Message	Explanation
An error occurred while communicating with the camera, so the connection was terminated.	Check the connection to the camera, and whether the camera is turned on, the LAN cable is connected, and the network settings are correct.
Failed to create MP4 file.	An error occurred when exporting a video obtained from the memory card as an MP4 file. Check if writing is enabled for the specified export destination folder, including if the folder for [Export as MP4] is set to read-only.
Failed to refresh the video list.	This message is displayed if writing is disabled because the folder specified for [Download to] is set to read-only, etc. when updating the list of videos. Specify a writing-enabled folder for [Download to].
Failed to save the file.	This message is displayed if writing is disabled because the folder specified for [Download to] is set to read-only, etc. when downloading videos on the memory card to the PC. Specify a writing-enabled folder for [Download to]. This message is also displayed when you try to download the video that has been deleted from the camera. Click [Refresh Video List] to update the video list to the current state.
Failed to retrieve the video list from camera.	This message is displayed if the list of videos becomes temporarily unable to be obtained from the camera because the camera is disconnected while obtaining the list of videos. Click [Refresh Video List] again after waiting a while.
Failed to refresh the download status.	This message is displayed if writing is disabled because the folder specified for [Download to] is set to read-only, etc. when you click [Refresh Download Status]. Specify a writing-enabled folder for [Download to].
Failed to specify the folder to download videos to.	This message is displayed when the appropriate access privileges are not available (such as the folder is set to read-only, or you do not have writing privileges) for the folder specified for [Download to]. Specify a writing-enabled folder for [Download to].
Could not connect to the camera.	A camera with which a connection is not possible was selected and then an operation that results in communication with the camera was performed. Check the connection with the camera.
The operation cannot be continued because the file is damaged.	This message is displayed if the downloaded file is corrupted when playing back. Download the video file again.
Failed to delete downloaded video.	This message is displayed if the downloaded video cannot be deleted because the folder where the video is downloaded is set to read-only when you try to delete the video. Check the folder settings.

Message	Explanation
Failed to move downloaded video.	This message is displayed if the downloaded video cannot be moved because the folder where the video is downloaded or the destination folder is set to read-only when you try to move the video. Check the folder settings.

Troubleshooting

Before contacting the dealer or Canon Customer Service Center, check the following troubleshooting items. If a log message is displayed, check the details of the message and corresponding countermeasure.

Note

- For information on troubleshooting relating to the camera, please refer to "Operation Guide" for the camera.
- A problem caused by the security software may occur. Configure to exclude the camera, or the software where the problem occurred, in your security software.

Problem	Solution
Recorded Video Utility will not launch.	<ul style="list-style-type: none">• The [Windows Firewall] function may be turned on. This utility needs to be registered as a trusted program. For details on the firewall settings, please refer to the camera's "Operation Guide".• You cannot start this utility while creating a panorama image on the Setting Page of the camera.• Multiple PCs cannot use the Recorded Video Utility to connect to the same camera.
Video is not displayed.	<ul style="list-style-type: none">• Refresh the video list.• Refresh the download status.
It takes a long time for the Recorded Video Utility to display the video list.	<ul style="list-style-type: none">• When a large number of files have been recorded onto a memory card, the Recorded Video Utility can take a considerable amount of time to process the video list (the greater the number of files, the longer it will take). Try to delete unnecessary video files as much as possible such as setting a short retention period in [Memory Card Recording]> [Memory Card Operations]> [Auto Video Delete] on the camera Settings Page, or manually deleting them regularly with this utility. The number of files saved on the memory card can greatly be reduced, by using H.264, H265 as the video format, instead of JPEG.

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