

Technical Bulletin - TAB Number: TB-00418-00-201212

Illustra Pro 3 5MP Thermal Bullet EST Time and Date retention, NTP Setup.

Date Issued: 18 December 2020

Product Code	Model Name	Firmware
IPT05-B29-BI03	Illustra Pro 5MP Thermal Bullet EST	Illustra.S011.01.00.01.0509
IPT05-B29-BIA3	Illustra Pro 5MP Thermal Bullet EST	Illustra.S011.01.00.01.0509

Description of the issue

Thermal camera does not retain date and time retention after power loss, as a result the camera will default to 01/01/1970 00:00.

Resolution of the issue

To resolve this issue, you must configure an NTP server in Date and Time settings.

Method 1: Internet NTP Server

If the camera has Internet Access, out of the box the camera is configured to sync to an online NTP server. This can be changed to any online NTP server as customer desires.

Method 2: Configure a local NTP server

In Date and Time page – set Sync to NTP to your local NTP server. If a NTP server is not in place on site, our Support team recommend NTP Server Meinburg application.

Method 3: Using ExacqVision server as NTP server

When added to an ExacqVision server – the server will automatically send camera a request to enable NTP service and sync to the server time and date. This will occur automatically as part of the ExacqVision camera add process.

Method 4: Using VideoEdge server as NTP server

Refer to tech bulletin number: TB-00333-00-150225 on the American Dynamics website (<https://www.americandynamics.net/>) for steps on how to enable NTP server on VideoEdge Server.

Note: You must login to the website to access Technical Bulletins. Once logged in select **Technical Library**, **Network Video Recorder** and then **Technical Bulletins**.

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