

Troubleshooting Cloud Drive

Note: Only H.264 streams are currently allowed for Cloud Drive. All other streams will be hidden on the Archiving Schedule page.

Note: Audio is not currently supported for Cloud Drive.

As of 9.8, Cloud Drive technically runs as a side integration that is installed by default. This results in log files that are separate from the Server's regular logs. Cloud Drive activity can be confirmed only by accessing the logs in the following location on the Server:

- Windows: C:\Program Files\exacqVision\Server\cloud-drive\logs\YYYYMMDD.txt
- Linux: /usr/local/exacq/server/cloud-drive/logs/YYYYMMDD.txt

To confirm that Cloud Drive is functioning appropriately, look for:

INFO successfully uploaded clip for uuid /tmp/4719360_1550870199563.mp4:

If a 30 second clip fails to upload to Cloud Drive within the allowed time-frame, the following log will appear and the video is discarded:

ERROR failed to upload clip for uuid /tmp/4719360_1550847735563.mp4 (7): curl_easy_perform() failed: Timeout was reached

Cloud Drive will attempt to create .mp4 files in the System's Temp directory:

- Windows: C:\Windows\Temp\
- Linux: /tmp/

The file pattern looks like: **4719360_1550847735563.mp4**

The first set of numbers (4719360) is the Camera ID, which can be verified by right-clicking on any video stream in the exacqVision Client and selecting Properties. The second set after the underscore will be the Unix Epoch time when the file was created.

A maximum of 3 files will be created and held in Temp per capable device. If this queue is already maxxed, Cloud Drive will discard any future video until at least one of the current uploads completes and clears one of the files from the queue. The following log will occur:

request failed for /tmp/4719360_1550847985563.mp4: too many clips in cloud upload queue (max X)