

Why is my exported video shorter than the search length?

When exporting video, from time to time you may notice that the length of the exported AVI or MOV file is slightly shorter than the video you marked in the client to be exported.

This occurs because when the video from the client is transcoded to a different format the length is determined by (frame rate * number of frames). The software must estimate the frame rate in order to account for things such as motion recording or time lapse where there are gaps. The longer your exported file is the more you may notice this, but the total export will still contain all the frames recorded during that time.

If this is a serious concern, we recommend exporting to our proprietary PS file format or the EXE file format which does not transcode the video. In addition, EXE files provide the benefit of a watermark to authenticate that the video has not been tampered with.