

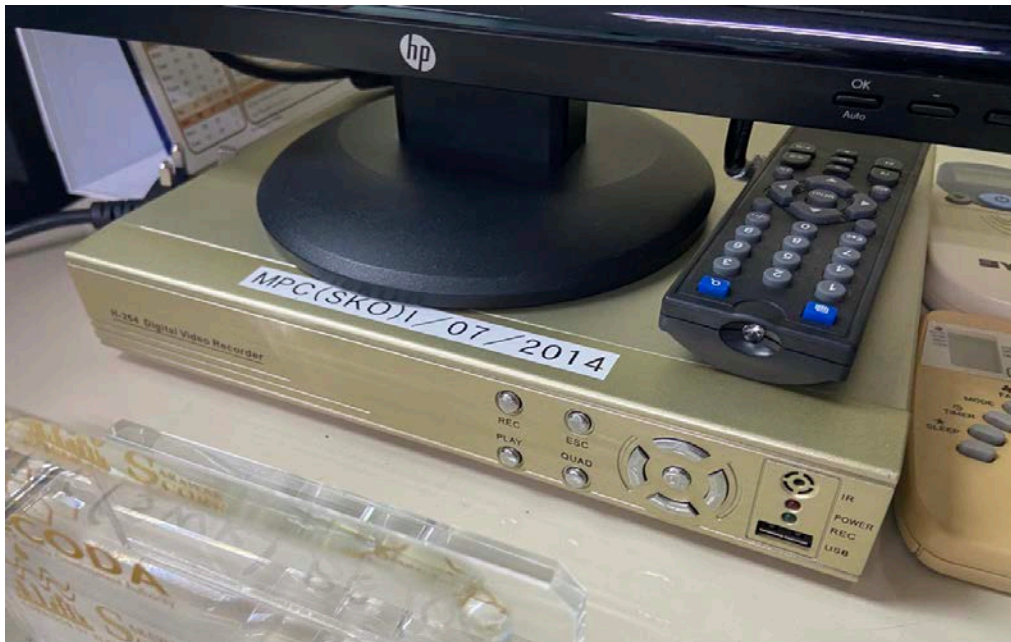
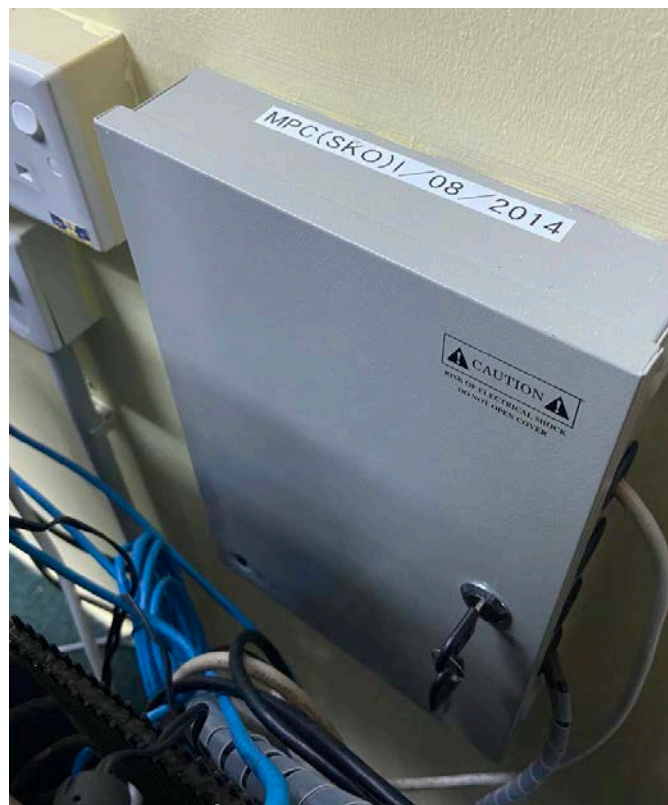


<b>Customer Name:</b> Malaysia Productivity Corporation (MPC)	<b>Date:</b> 11th August 2022
<b>Project Name:</b> CCTV System Troubleshooting	<b>Location:</b> Malaysia Productivity Corporation 894, Lorong Demak Laut 3a, Demak Laut Industrial Park, 93050 Kuching, Sarawak
<b>Description of Troubleshooting:</b> <ol style="list-style-type: none"> <li>1. <u>CCTV Camera</u>            Because there is no power, the status of the CCTV camera is unknown. The CCTV camera, on the other hand, operates on analogue signals and RG59 coaxial cable. Both the camera model and the cabling are out of date. Replacing the camera with a newer analogue camera may cause compatibility problems with the existing cabling and digital video recorder (DVR).</li> <li>2. <u>Digital Video Recorder (DVR)</u>            The DVR is in the manager's room. Both the DVR and the power supply unit (PSU) are powerless. There are burn marks on the main power cable that connects to the PSU unit. We did not perform any additional tests on the PSU unit due to the burn mark and safety concerns.</li> </ol>	
<b>Suggested Solutions</b> <ol style="list-style-type: none"> <li>1. Replace the entire camera as well as the cabling. Although a new analogue camera may be compatible with existing RG59 cable, the length of the cable will degrade video quality because RG59 has a maximum length of 100 feet (30 meters). Newer RG6 coaxial cable (Analog camera) can run at 305 meters, while Category 5 extended network cable (Cat.5e for IP camera) can run at 250 meters without losing signal or degrading video quality.</li> <li>2. Replace both the DVR and the power supply unit. Because there are signs of burn inside, the power supply is already faulty and could cause harm if used further. Maintaining the DVR may cause compatibility issues with new cameras and result in low video quality.</li> </ol>	
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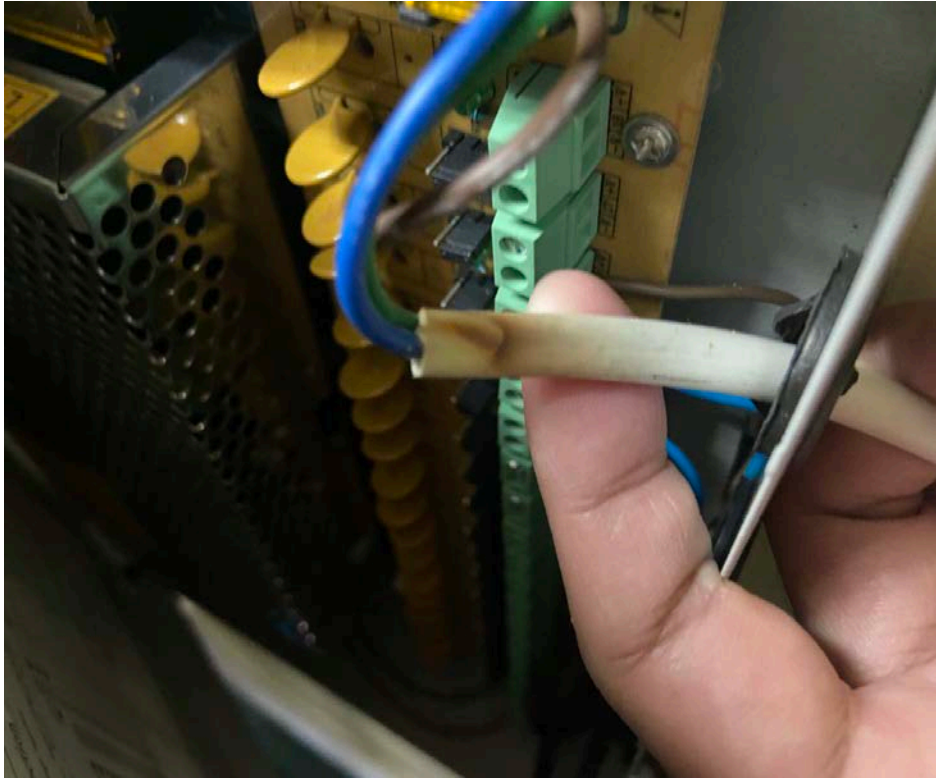
ATTACHMENT:



*The existing DVR (8-channel DVR with H.264 compression)*



*The PSU unit (16-channel power with metal casing)*



*Photo of the burn mark at PSU main cable*



*One of the existing Dome Camera (Analog camera)*

**<END OF REPORT>**