# How to solve the issue about reording but no video file

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**Which type Cameras have the issue? AHD or IP Camera?**

If you connect IP camera, plaese share the parameters of the camera to us. Our MDVR can not support H.265 yet.  You can select the H.264 via web.



**If you connect AHD. There is the ways to check the issue:**

1. Please select correct channel mooe of the MDVR, camera resolution and system (PAL / NTSC);

2. SSD format should be exfat or fat32, you can format the SSD by MDVR for a try;

3. Try to recorde via SD.

4.  Upgrade the firmware.