TROUBLESHOOTING

Feeds not counting: activation and feed limits

A camera shows in the app but no numbers reach the portal: activation, enabled feeds, plan limits and event dates.

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Work through these

1. **Is the account activated?**
   Your account page shows the activation status. Until we activate it, the app installs and shows video but sends nothing. If it says declined, the reason is beside it; reply to our email.

2. **Is the feed enabled in the portal?**
   Open the location, then the camera, and check its status. Connected is not the same as enabled: an enabled feed is one that counts against your plan.

3. **Is there room on your plan?**
   A feed can only be enabled while your plan has a free one. To swap cameras, disable one feed and enable the other; to add feeds, write to support@crowdsense.events.

4. **Is the event pass inside its dates?**
   Event pass feeds go live 14 days before the first day and stop at the end of the last day.

5 **Is analytics on for that camera?**

A camera set to “analytics off” in the app shows video but sends no events. Choose a profile for it.

6 **Does the camera have lines or zones?**

With nothing drawn, there is nothing to count.

7 **Is the PC online and signed in?**

See **Location offline** (crowdsense.events/knowledge-base/desktop/location-offline).

Trial ended or card declined

If a trial ends without a working card, or a renewal fails, feeds can stop. Use **Manage billing, invoices or cancel** on your account page to update the card, then write to support@crowdsense.events if the feeds do not resume. See **Plans, billing and cancelling** (crowdsense.events/knowledge-base/desktop/plans-and-billing).

Disabling a feed

> Disabling a feed stops it counting. If the feed has extended history, anything older than three months is removed when it is disabled, so export what you need first.

Still stuck?

Email **support@crowdsense.events** with your account reference (it starts CS-D-), the computer’s name and a screenshot of what you see. For sales questions, **contact us** (crowdsense.events/contact).