DIVIDIA CLOUD NVR · SCALEWATCHER CLOUD

Administrator Guide

Version 2026.9 · Living document

Dividia Technologies

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PART A

Cloud NVR

Watch your cameras live, review recordings, and set up your recorder — all from a web browser.

Welcome & key terms

Cloud NVR lets you watch your cameras live and review recorded video from any web browser — on a computer, tablet, or phone. There is nothing to install: you sign in, and your cameras are there.

This guide is for **administrators** — the people who not only watch video but also set up cameras, configure point-of-sale and scale integrations, and manage who can sign in. Everything you can do applies to the sites and devices you've been given administrator access to.

Five words that describe your system

Site

A location you monitor — a yard, plant, or building. Your account may have one site or several.

Device

The recorder at a site. Your cameras connect to it; it streams live video to the cloud and stores recordings.

Camera

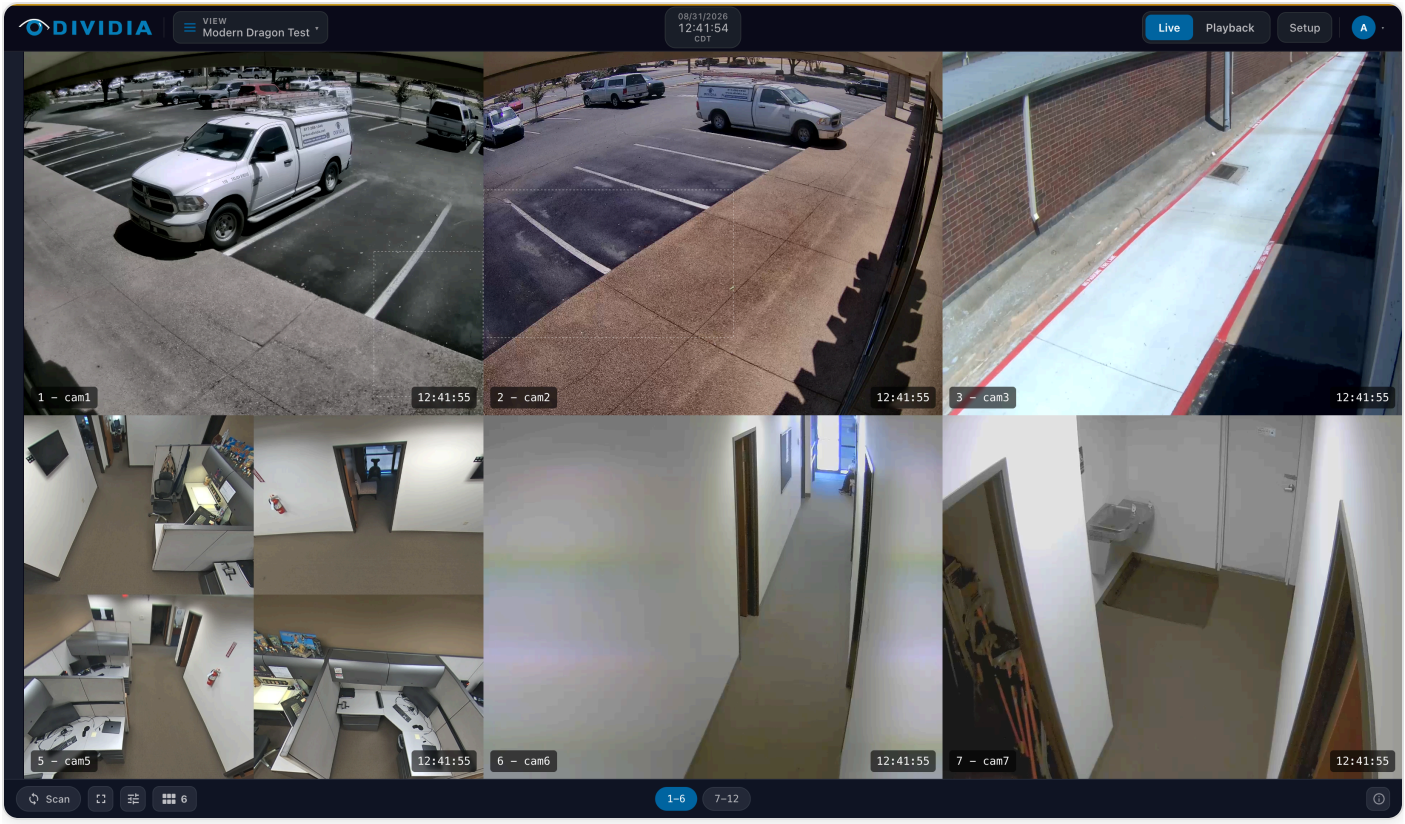
A single video feed. A device can have several cameras.

View

A saved arrangement of cameras on screen. Views are how you move around Cloud NVR — one View can even mix cameras from different sites.

User

A person who signs in. Each user is granted access to specific devices and cameras, with specific permissions.



The Cloud NVR live view — your cameras, live, in the browser.

Signing in

What you need

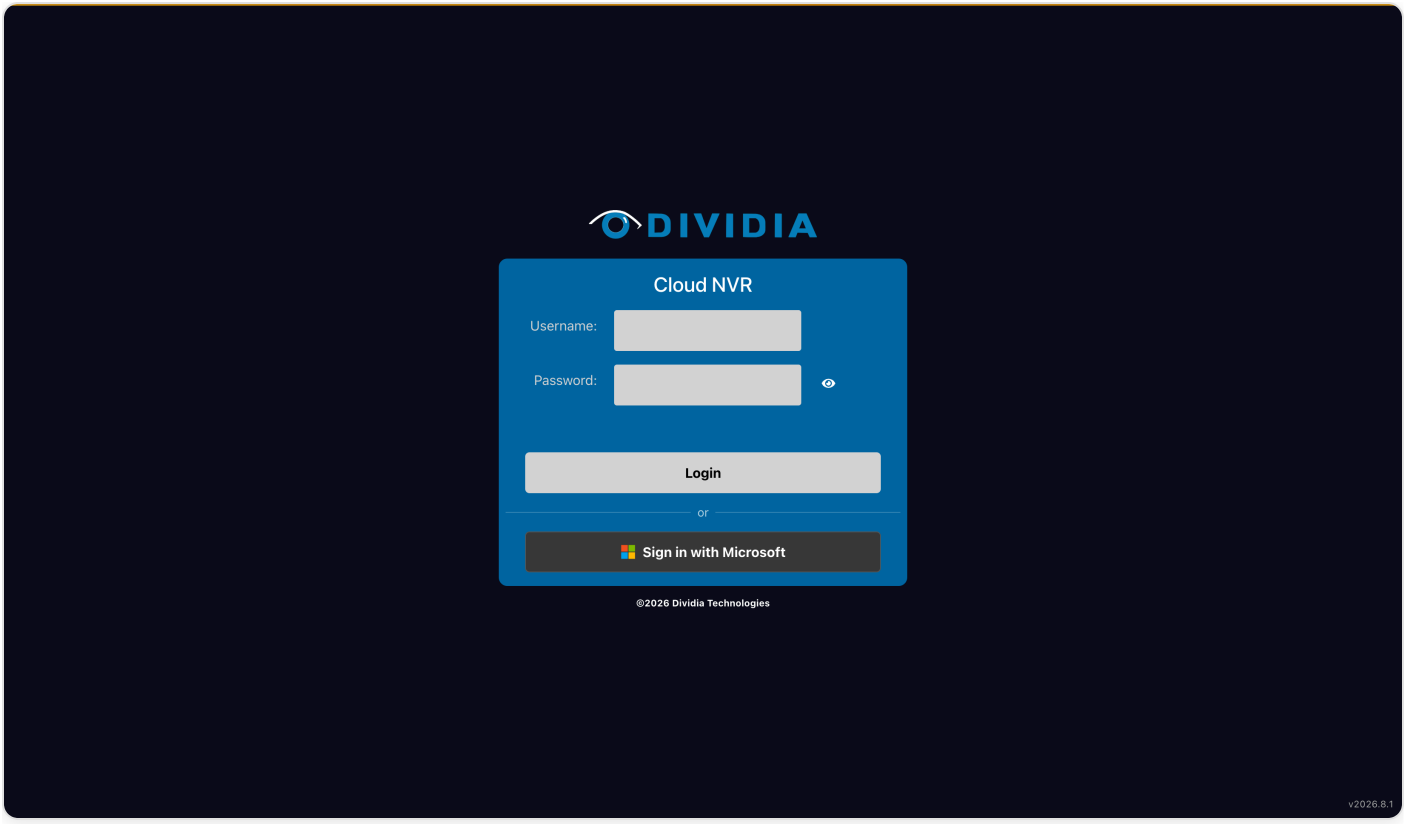
A current web browser — Chrome, Edge, Firefox, or Safari, kept up to date. The on-video AI overlays (object and license-plate detection) need a recent browser; everything else works everywhere.

Signing in

Go to your Cloud NVR web address (for example `nvr.cloud.dividia.net`) and sign in one of two ways:

- **Email and password** — use the credentials from your welcome email.
- **Sign in with Microsoft** — if your organization uses Microsoft accounts, choose this and sign in through Microsoft (use the same email your account was set up with).

The **first time** you sign in with a password, you'll be asked to set a new password of your own, then taken straight in.



The sign-in screen.

The screen at a glance

After you sign in you land on the live view. Across the top you'll find the **View menu** (left), the **site clock** (center), the **Live / Playback** switch, **Setup**, and your **account menu** (right, with Sign out).

Forgot your password?

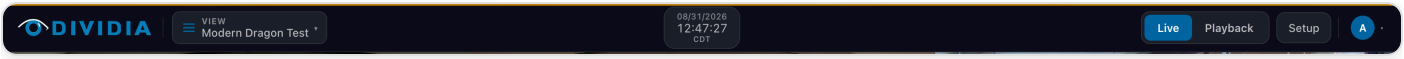
Ask an administrator for your organization to reset it. You'll get an email with a new temporary password and set your own the next time you sign in. (If you're the one doing the resetting, see Users & permissions.)

Live View

Live View is where you watch your cameras in real time — the screen you'll use most. Every camera in the View you're watching appears as a live tile in a grid.

The screen at a glance

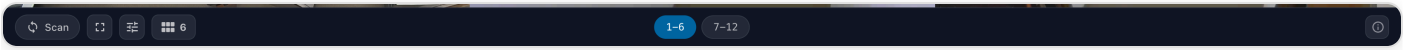
Live View has three areas: the **top bar** for navigation and your account, the **camera grid** in the middle, and the **bottom bar** for layout and viewing tools.



The top bar — Home, the View menu, the site clock, Live/Playback, Setup, and your account.

- **Home** (the Dividia logo) — returns you to Live View from anywhere.
- **View menu** — the name of the View you're watching; select it to switch Views, rearrange the current one, or create a new one (see Views).
- **Clock** — the current time *at your site*, in the site's time zone — not your computer's.
- **Live / Playback** — switch between live and recorded video.
- **Setup** — your display preferences and the administrator tools covered later in this guide.
- **Account** — the circle with your initial; select it for your sign-in details and Sign out.

The bottom bar



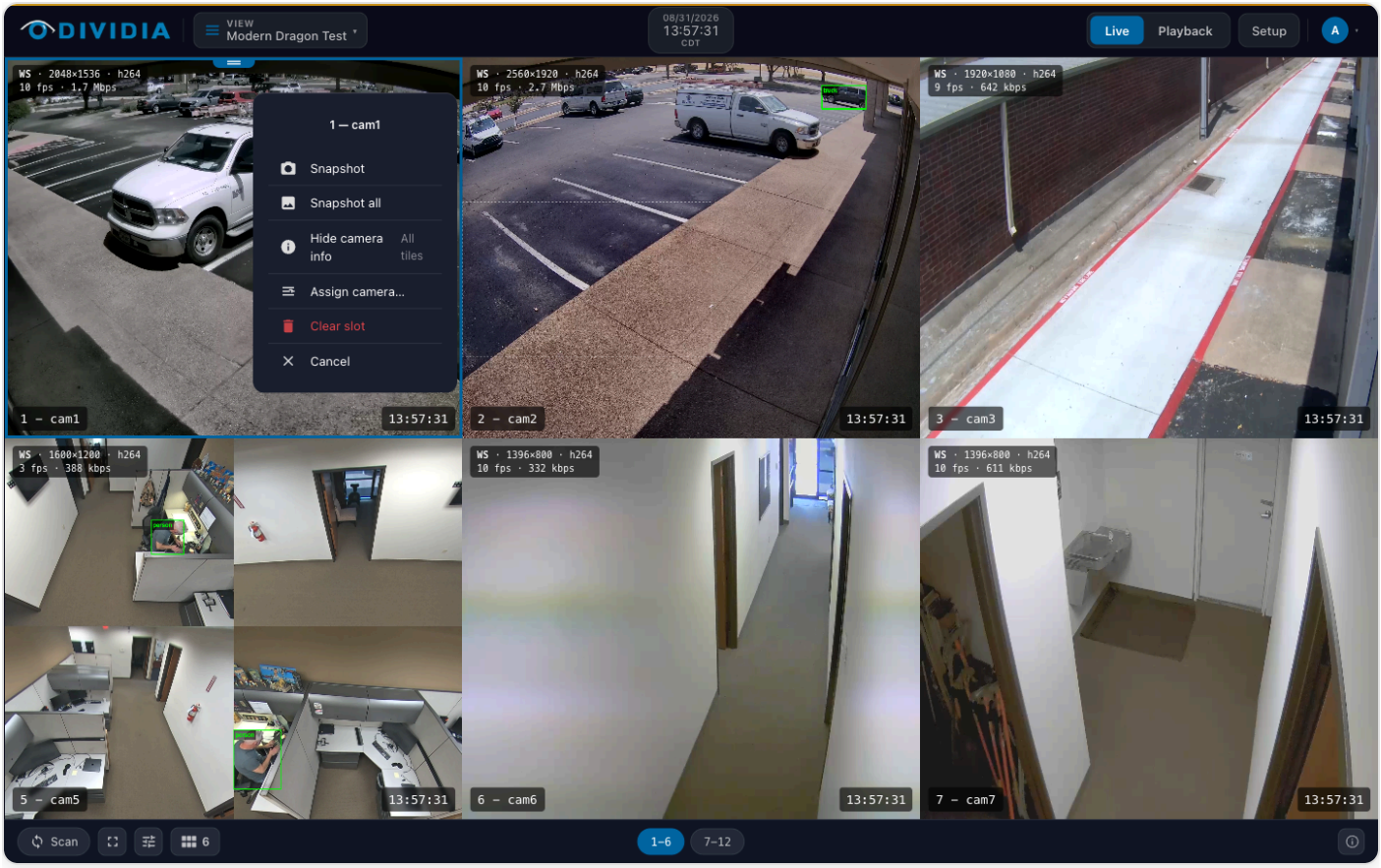
The bottom bar — Scan, Full screen, Overlays, and Layout on the left; camera pages in the center; System details at the right.

- **Scan** — automatically cycles through the pages of cameras, pausing on each; select again to stop.
- **Full screen** — expands the grid to fill your screen; press `Esc` to exit.
- **Overlays** (the sliders icon) — choose what's drawn on top of the video (below).
- **Layout** (the grid icon) — choose how many cameras show at once: **1, 2, 4, 6, 8, 9, 12, or 16**.
- **Camera pages** (center) — when a View has more cameras than the layout fits, page through them (1–6, 7–12, and so on).
- **System details** (the ⓘ at the far right) — information about your system and connection, handy when contacting support.

Camera tiles

Each tile is one camera's live video, with the **camera name** in the bottom-left and the **time** in the bottom-right. To zoom into a tile, **drag a box** across the area on a computer, or **pinch** on a touch screen; then drag to pan. A click or tap resets it.

Hover a tile — or tap it on a touch screen — and select the **... (Camera actions)** button for that camera's options:

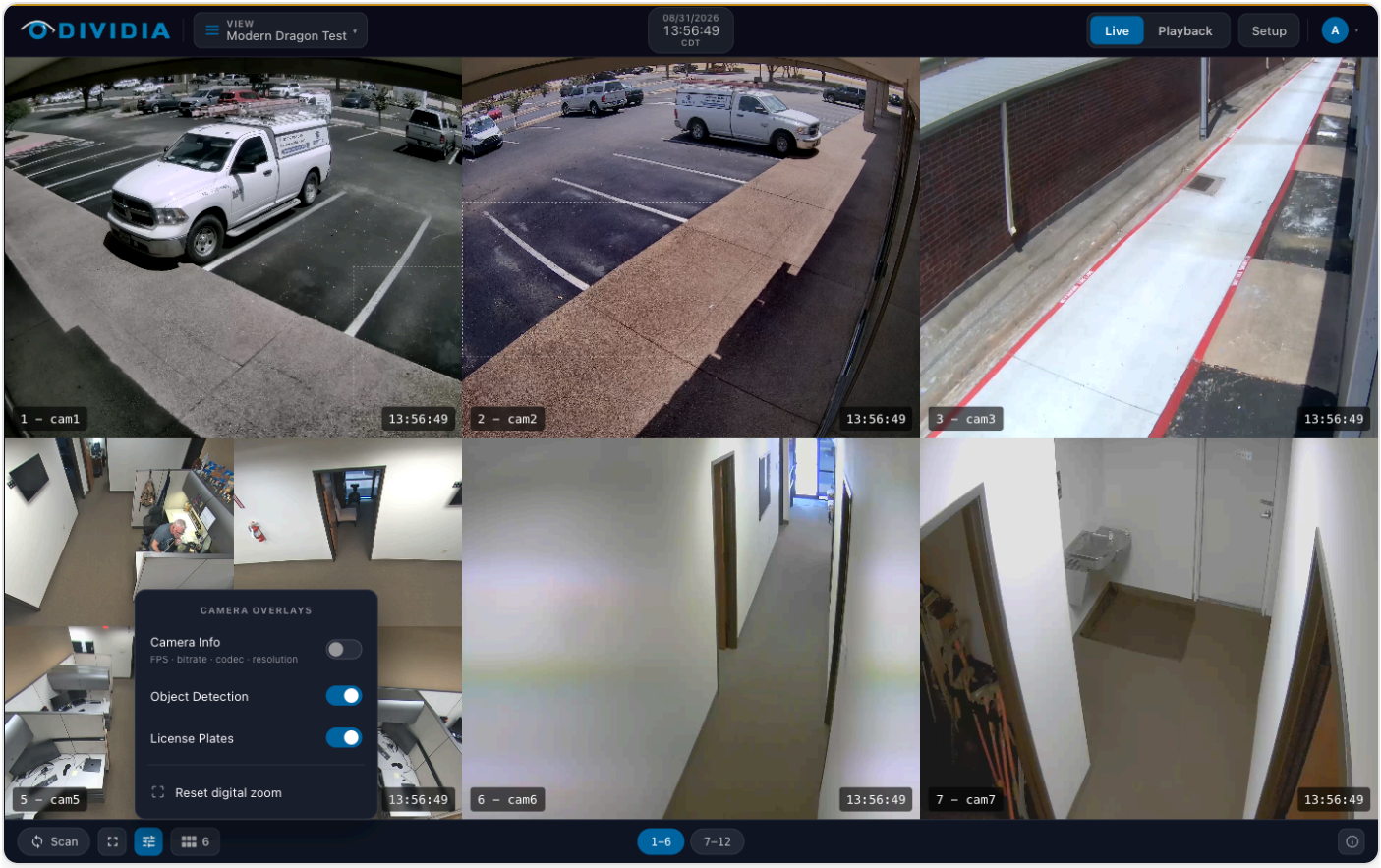


The Camera actions menu for a single tile.

- **Snapshot** — saves a still image of this camera to your device.
- **Snapshot all** — saves one **composite** image of the whole grid exactly as you're viewing it (overlays included), not separate files.
- **Show camera info** — shows live stream details (frame rate, bitrate, codec, resolution) on the tile; choose **All tiles** to apply it to every camera.
- **Assign camera...** — choose a different camera to show in this tile.
- **Clear slot** — empties the tile.

Overlays — what's drawn on the video

Select **Overlays** in the bottom bar to choose what appears on top of every camera at once:



The Camera Overlays menu.

- **Camera Info** — a small readout on each tile: frames per second, bitrate, codec, and resolution.
- **Object Detection** — draws a box and label around objects a camera detects, such as a *person*, *car*, or *truck*.
- **License Plates** — draws a box and the plate text when a license plate is read.
- **Reset digital zoom** — returns any zoomed-in tiles to normal.

> **Note:** Object Detection and License Plates appear only on cameras and devices that include those features, and require a current web browser.

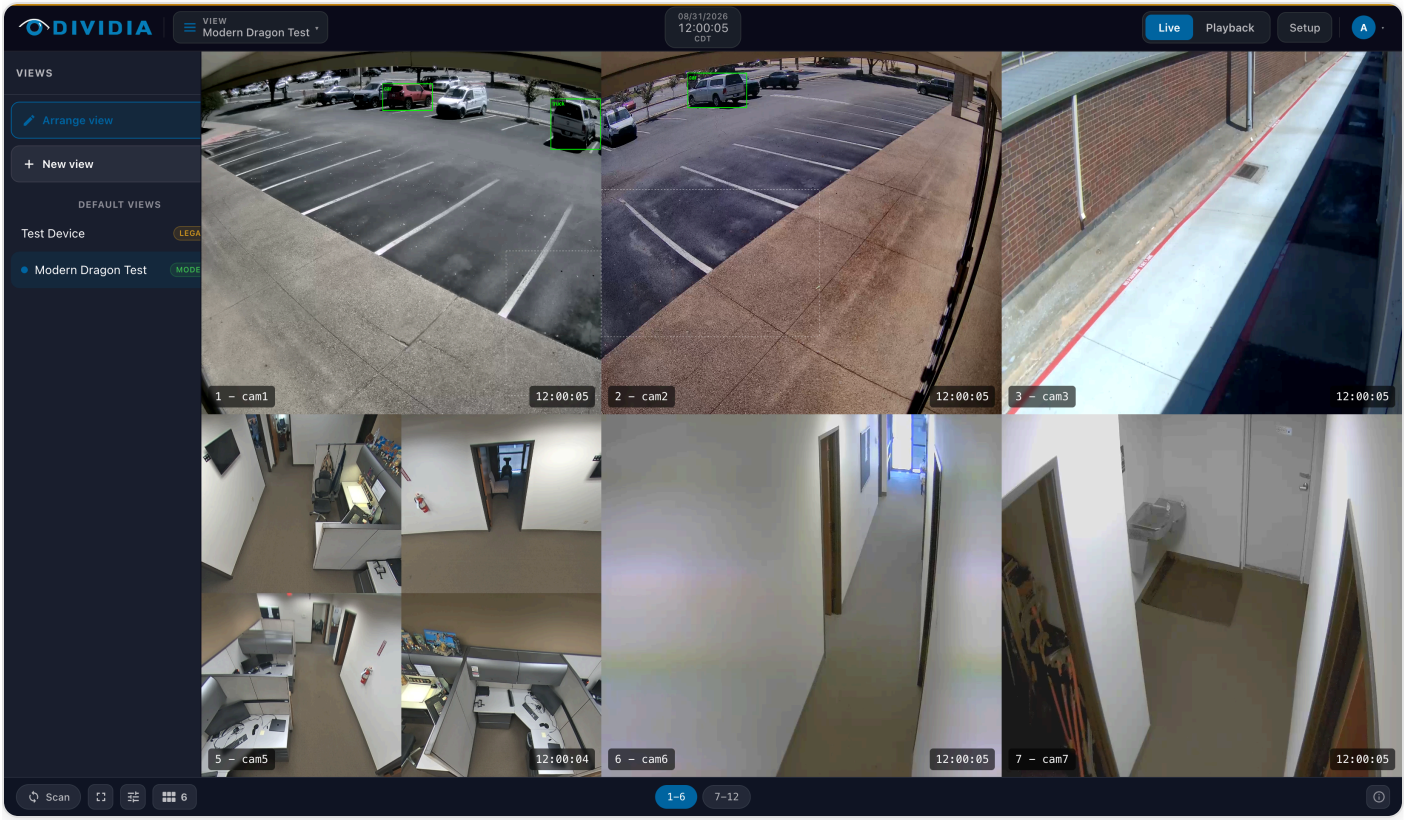
Views — organizing your cameras

A **View** is a saved arrangement of cameras. Instead of hunting for a camera, you switch to the View that shows the cameras you care about. A single View can even mix cameras from different sites.

Switching Views

Select the **View menu** at the top left and pick a View, or start typing to search by name. Views are grouped so they're easy to find:

- **Default** — the View you start on.
- **Global** — Views shared with everyone in your organization.
- **Smart** — Views built automatically (for example, cameras that share a name across devices); these can't be renamed or deleted.
- **User** — your own private Views.

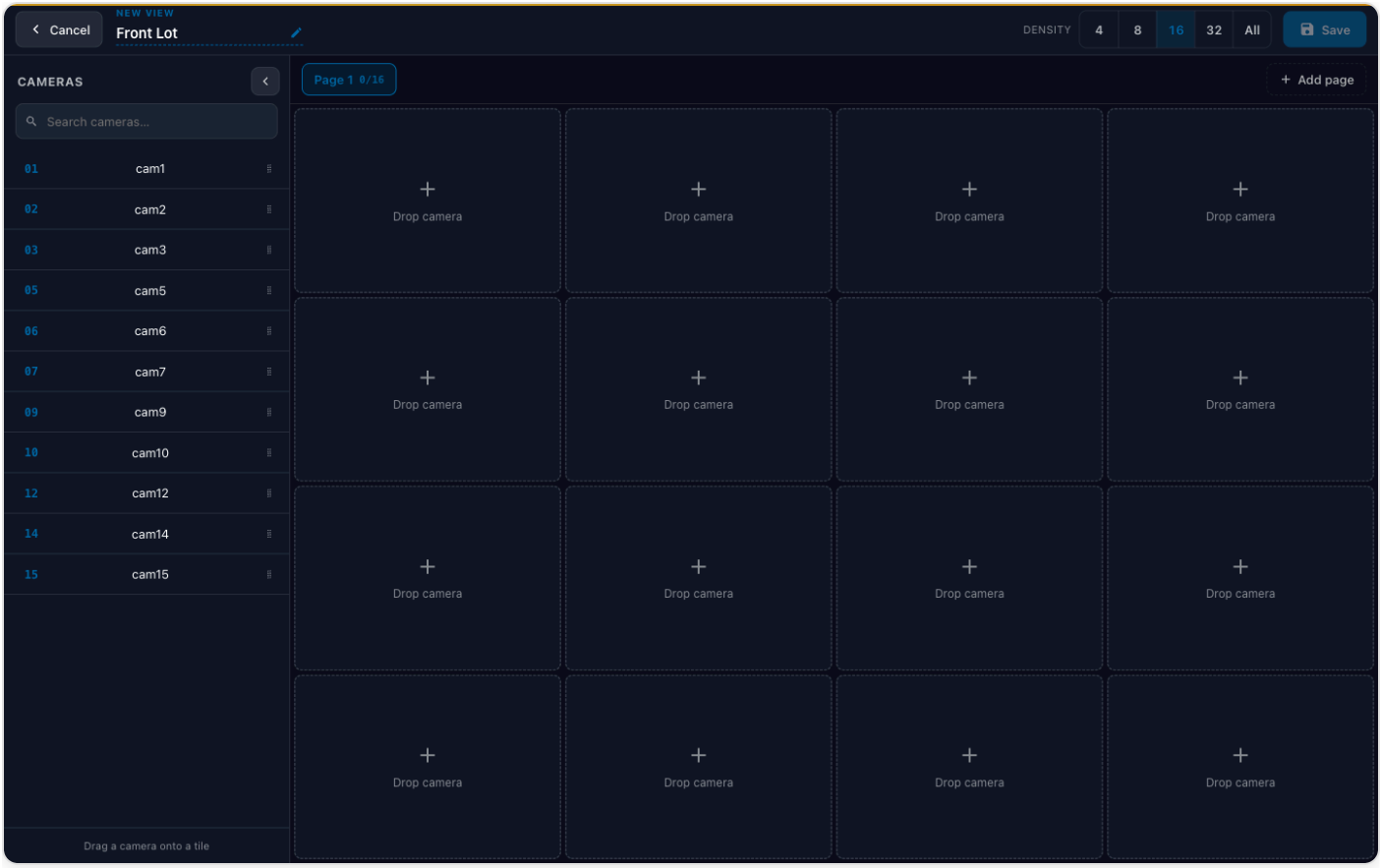


The View menu — search and switch between your Views.

Creating and arranging a View

To build a View, drag a camera from the camera list onto a tile. Drag one tile onto another to swap them, and use a tile's **Clear** action to empty it. When it looks right:

- **Save** — update the current View, or save your arrangement as a new one.
- **Rename** / **Delete** — manage a View you own.



Arranging a View — drag cameras from the list onto the grid.

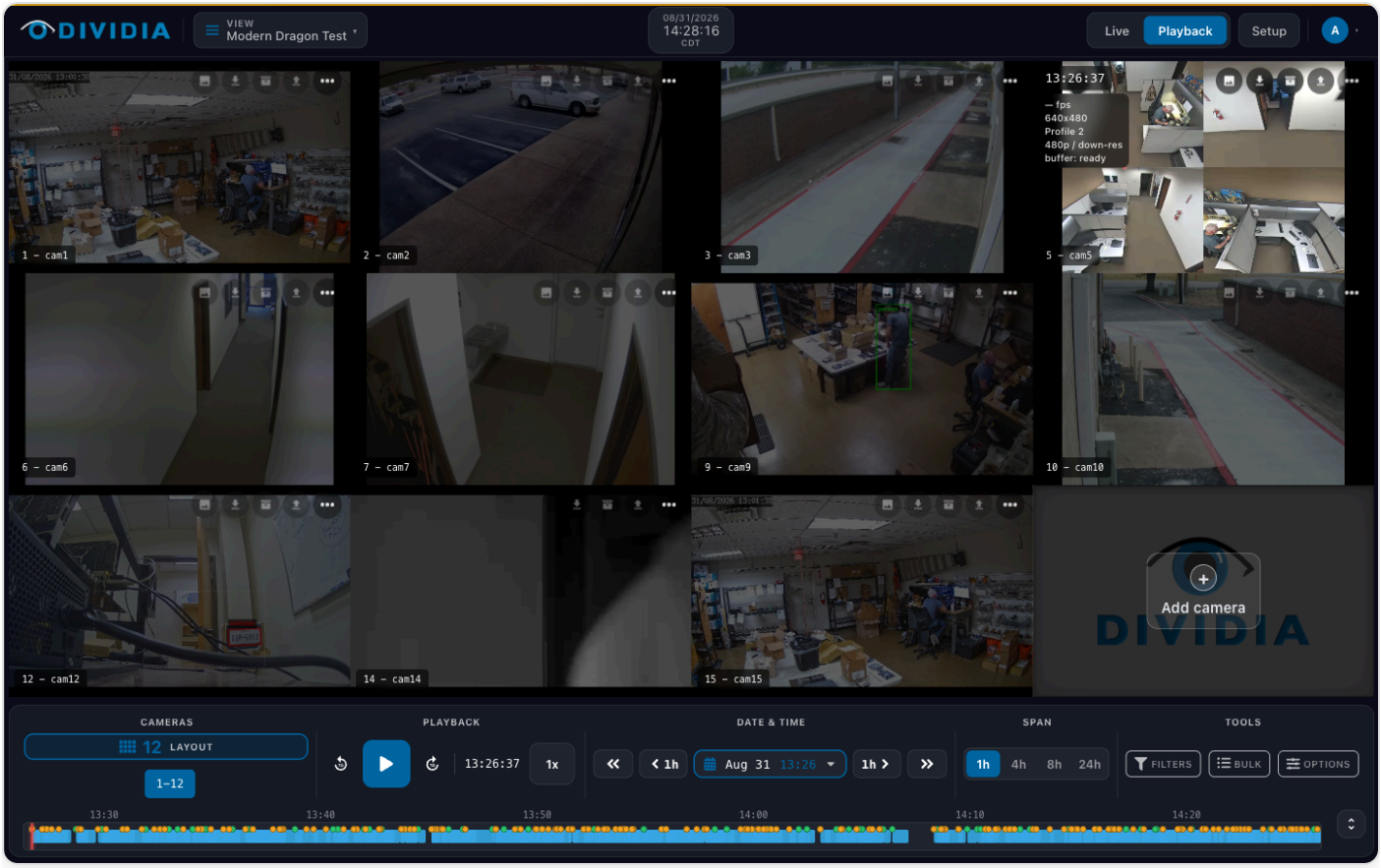
Your own **User** Views are always yours to create, arrange, rename, and delete. Sharing a View with everyone (a **Global** View) or setting the **default** View is an administrator action. **Smart** Views build themselves and can't be edited. If you navigate away with unsaved changes, Cloud NVR asks whether to save or discard them first.

Playback

Playback lets you review recorded video. Switch to it with the **Playback** control at the top. (If you don't see Playback, that user account doesn't include the playback permission.)

All your cameras, one timeline

Playback shows the cameras from your current View together, and they all move as one. A single set of controls — play, pause, speed, and the timeline — moves *every* camera to the same moment, so you're always comparing the same instant. If a camera has no recording at that moment its tile dims; if a camera is still fetching video you'll see a brief **"Caching..."** while the others wait.



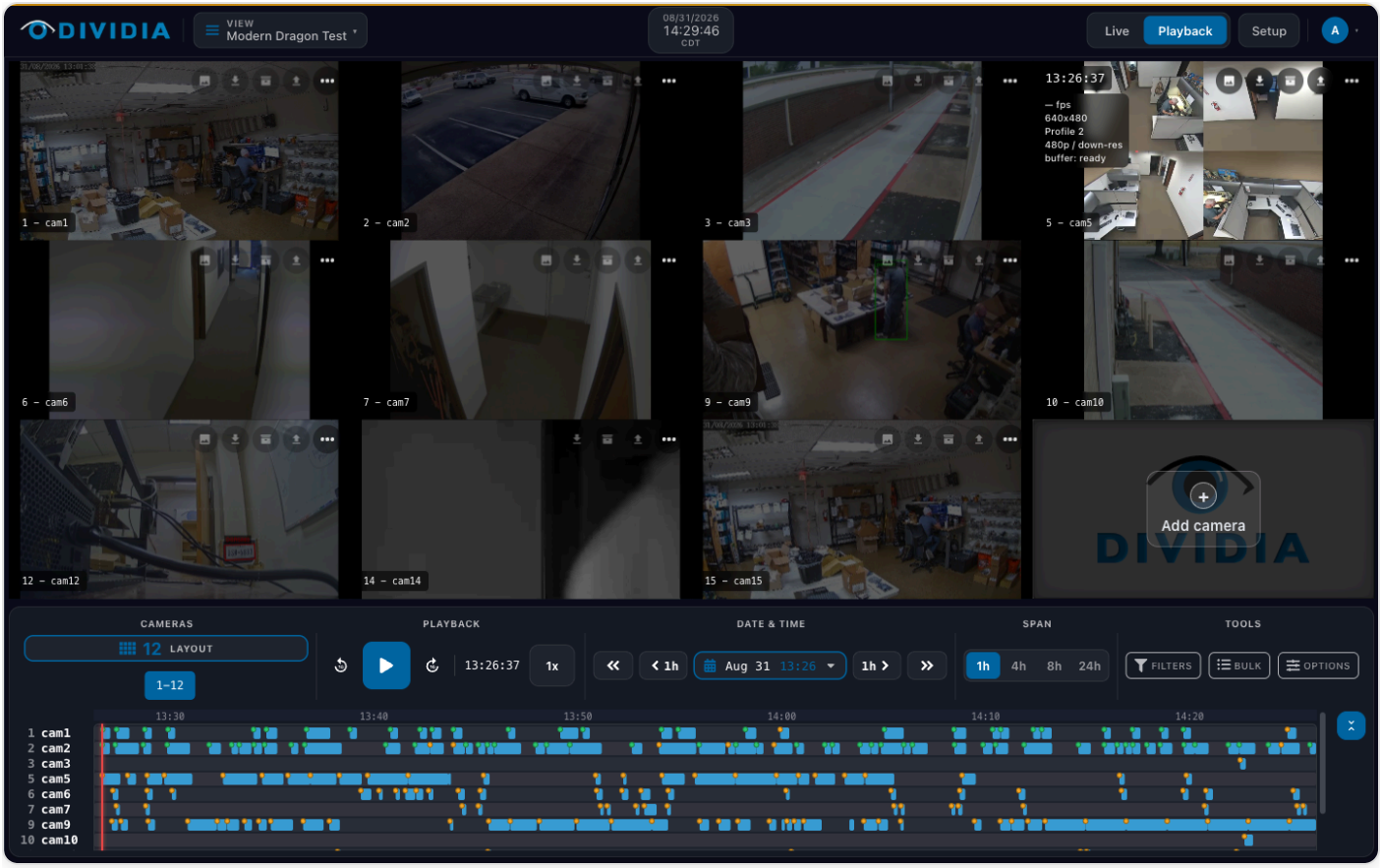
Playback — the camera grid above, and the transport bar with the recorded-video timeline below.

The transport bar

- **Play / Pause** and the **time** beside it — the time shown is where the playhead is, in your site's time zone.
- **Speed** — **0.25×, 0.5×, 1×, 2×, or 4×**.
- **Skip** — jump back or forward **10 seconds**, **1 hour**, or **1 day**.
- **Go to date & time** — pick a date and exact time to jump straight there.
- **Span** — how much of the day the timeline shows: **1h, 4h, 8h, or 24h** (on a phone, 1h or 4h).

The timeline

The ribbon shows when each camera recorded (filled bars) and events (markers). **Click or tap anywhere on it — or drag — to jump** all cameras to that moment. Select the **expand** button at the timeline's right to split the one combined bar into a **row per camera**; select again to recombine.



The expanded timeline — one row per camera, so you can compare recordings side by side.

Filling the screen & saving what you find

Double-click a camera on a computer — or **double-tap** on a phone or tablet — to fill the screen with just that camera; do it again to go back. Open a camera cell's **... (actions)** menu — or use the quick buttons on the tile — for the moment you're viewing:

- **Snapshot** — save a still image of the current frame.
- **Download** — save the clip you're viewing to your device. This is how you keep a copy of the video.
- **Archive** — flag the clip so you and your team can find it again later (it shows a green marker, and you can filter to marked clips). **Options** also lets you auto-skip gaps with no recording and show each camera's stream info.

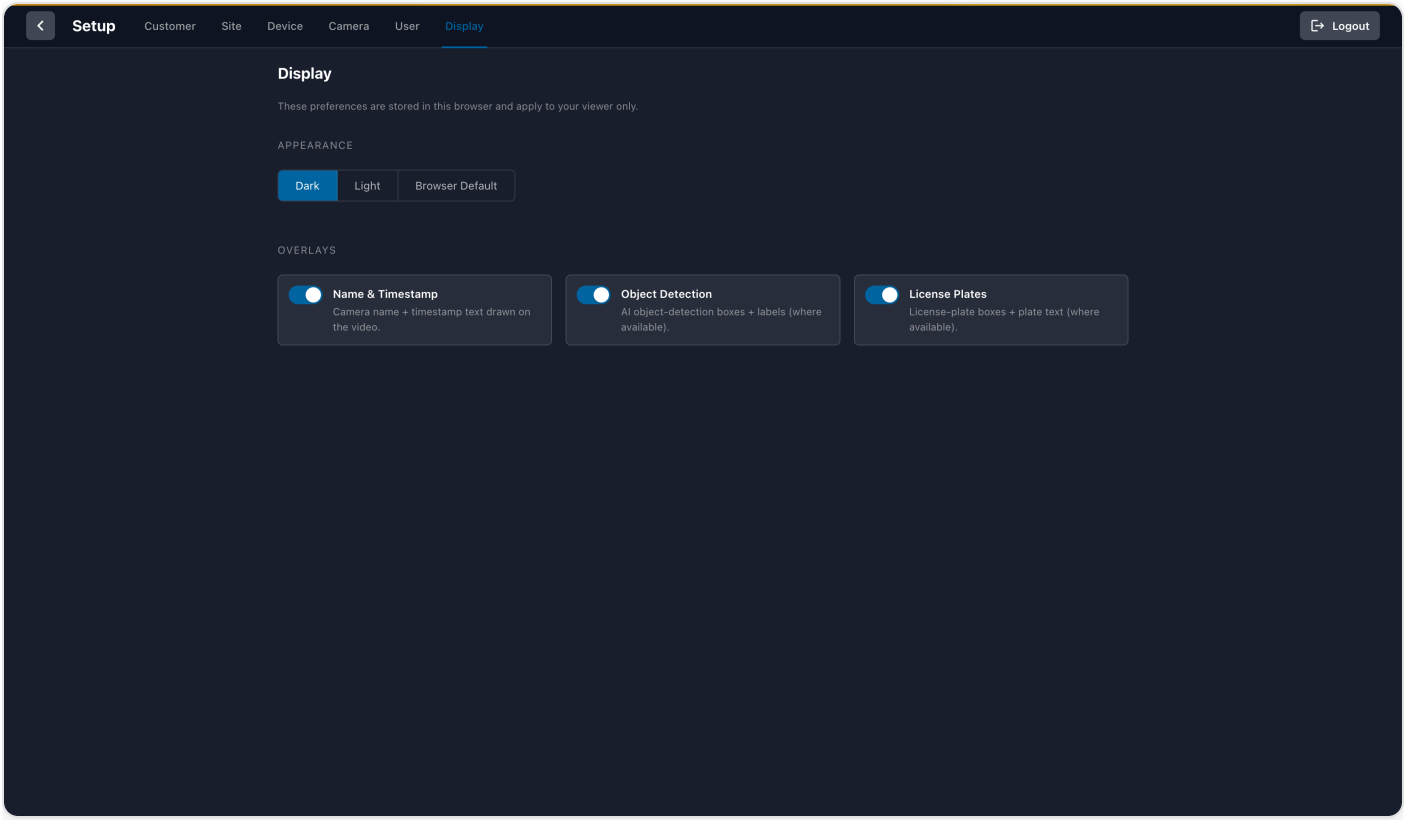
You can apply **Snapshot, Download, or Archive to all visible cameras at once**, and drop a camera into any empty tile with **Add camera** to review it alongside the others.

Display & preferences

Open **Setup → Display** for your personal preferences. Every user has this screen; changes take effect immediately and are remembered in the browser you're using.

- **Theme** — Dark, Light, or match your browser.

- **Overlay defaults** — whether Name & Timestamp, Object Detection, and License Plates start on.



Display preferences — theme and overlay defaults.

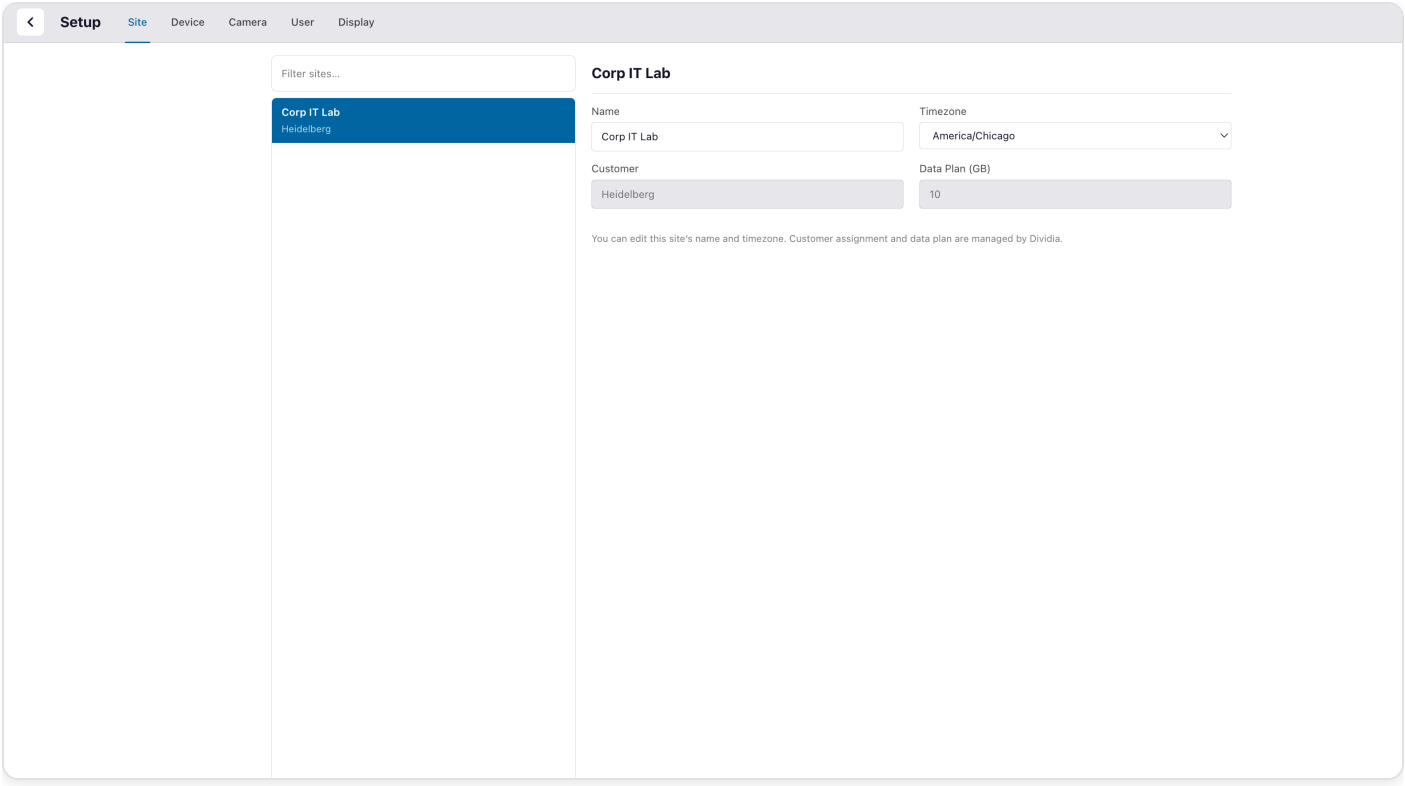
> **Note:** these preferences are saved per browser, so if you sign in from a different device you can set them there too.

Setting up your device

Open **Setup** to reach the administrator tools. You'll see tabs for **Site**, **Device**, **Camera**, **User**, and **Display** — the tools for the sites and devices you administer. This section covers your **Site** and **Device** details; the next two cover Cameras and POS.

Your site's name and time zone

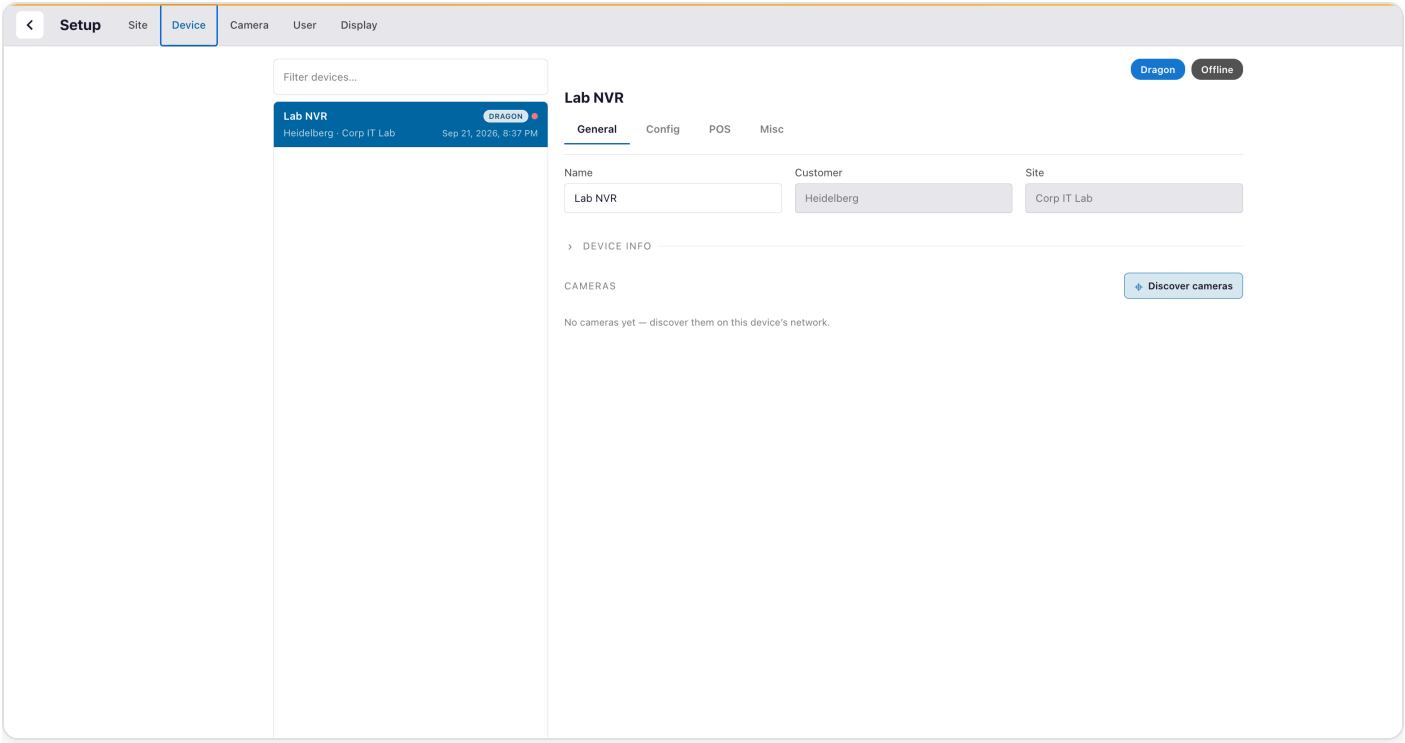
Open the **Site** tab and select your site. You can edit its **Name** and its **Time zone** — the zone every timestamp is shown in, across live video, recordings, and the clock. Select **Save** to apply. (Customer assignment and data plan are fixed for your account and appear read-only — that's expected.)



The Site tab — edit the site Name and Time zone. Customer and Data Plan are read-only.

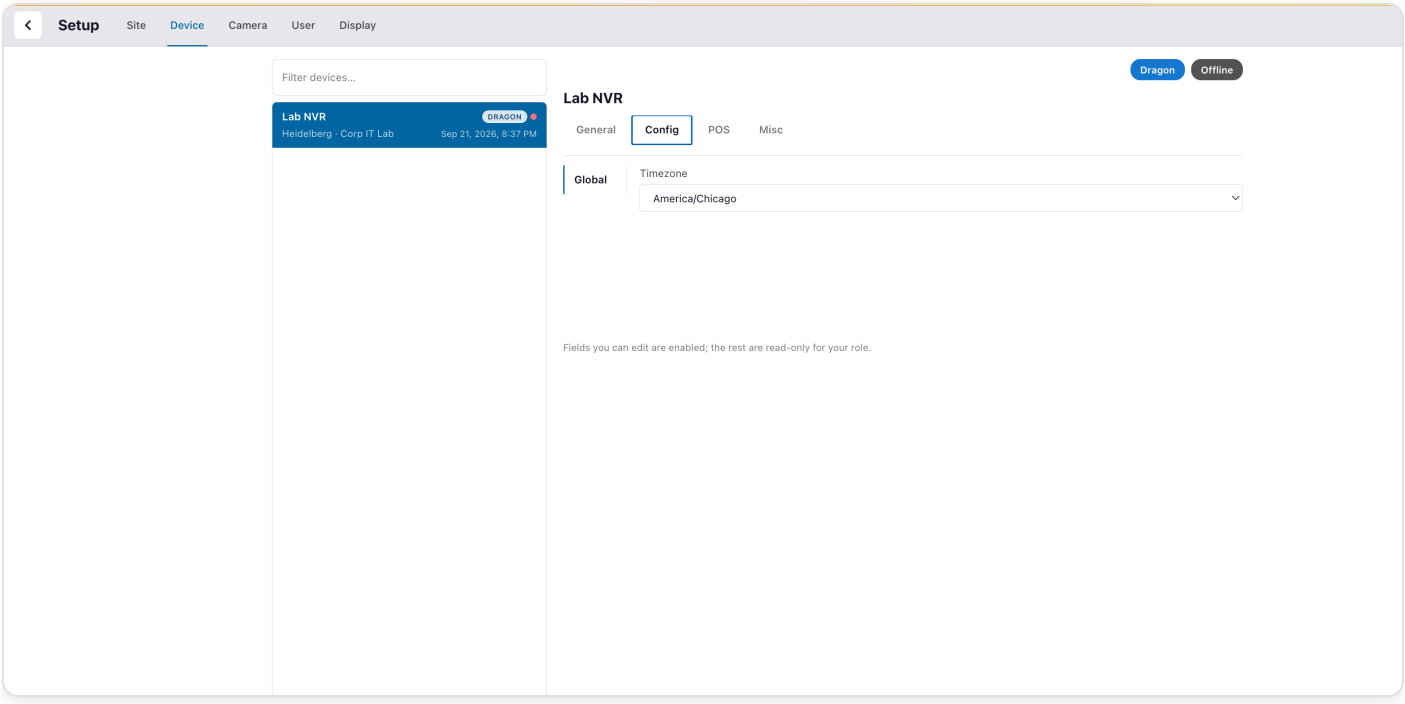
Your device's name and time zone

Open the **Device** tab and select your device. On the **General** screen you can **rename** the device — give it a clear name like "Front Gate Recorder." Other details (serial number, network address, camera count) are reported by the device and shown for reference.



Device → General — rename the device; Customer and Site are read-only.

The device also has its own **time zone**, on the **Config → Global** screen — the clock the recorder itself uses for recordings and on-video timestamps. Normally it should match your site's time zone.



Device → Config → Global — the device's recording time zone.

> **Tip:** after any change on the Device screens, look for the **Push Changes to Device** button at the bottom — your edits aren't sent to the device until you push them (covered under POS & scale integration).

Cameras — find & configure

Open your device's **Camera** area (the Cameras panel on the Device → General screen) to add cameras from your network and tune how they record.

Finding cameras on your network (Discover)

Cloud NVR can scan your device's local network for cameras and add them for you — no need to type in addresses by hand.

1. On the device's **General** screen, select **Discover cameras**.
2. Cloud NVR scans the network and lists the cameras it finds. Give it a few moments.
3. Choose the cameras to add. You may be asked for a camera username and password — enter the credentials the cameras were set up with.
4. Add them. The new cameras appear in your camera list, ready to configure.

> **Note:** Discover finds cameras on the same network as your device that support the standard ONVIF protocol. A camera that isn't found may need its ONVIF setting turned on, or its credentials entered.

Configuring a camera

Select a camera to open its settings. The most useful ones for an administrator:

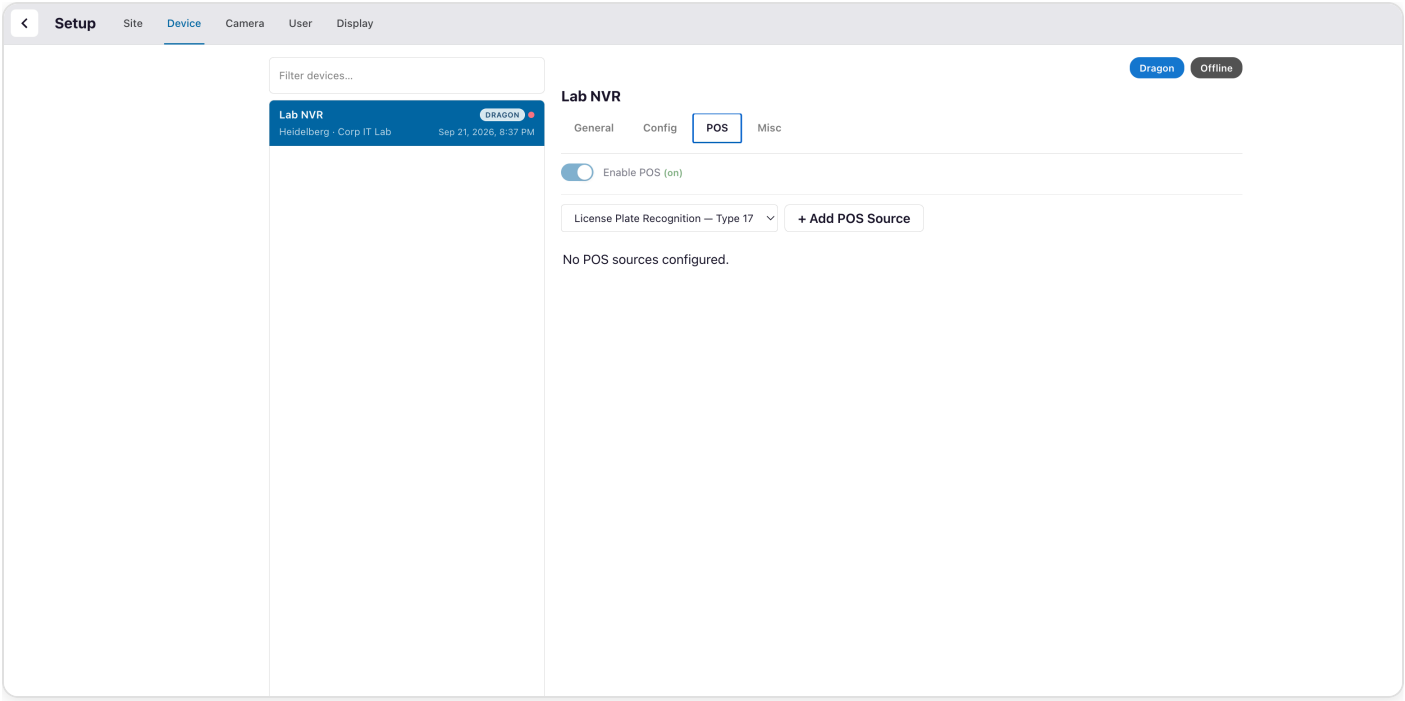
Setting	What it does
Name	What the camera is called on tiles and in Views — e.g. “Scale Lane 1.”
Enabled	Turns the camera on or off. A disabled camera won’t stream or record.
Motion sensitivity	How much movement counts as motion. Higher catches more; lower ignores small movement.
Motion mask	Paint areas of the picture to *ignore* for motion — a busy road or a swaying tree.
License-plate region	On plate-reading cameras, mark where plates appear so reads are more accurate.
PTZ	For pan/tilt/zoom cameras, the movement settings.

After editing, **Push** your changes so the device applies them (next section). You can also **remove** a camera you no longer use.

POS & scale integration

Many sites pair Cloud NVR with a **point-of-sale (POS)** or **scale** system, so each transaction — a truck weighing, a register sale, a plate read — is captured with its camera images. Your device’s POS is already turned on for your system; this section is about **configuring** the POS source (or sources) it uses.

Open **Setup → Device**, select your device, and open the **POS** tab. You’ll see the POS source(s) set up for your device; to add another, use **+ Add POS Source** and pick a type.



*The POS tab — your POS sources, and the **+ Add POS Source** type picker.*

The four kinds of POS source

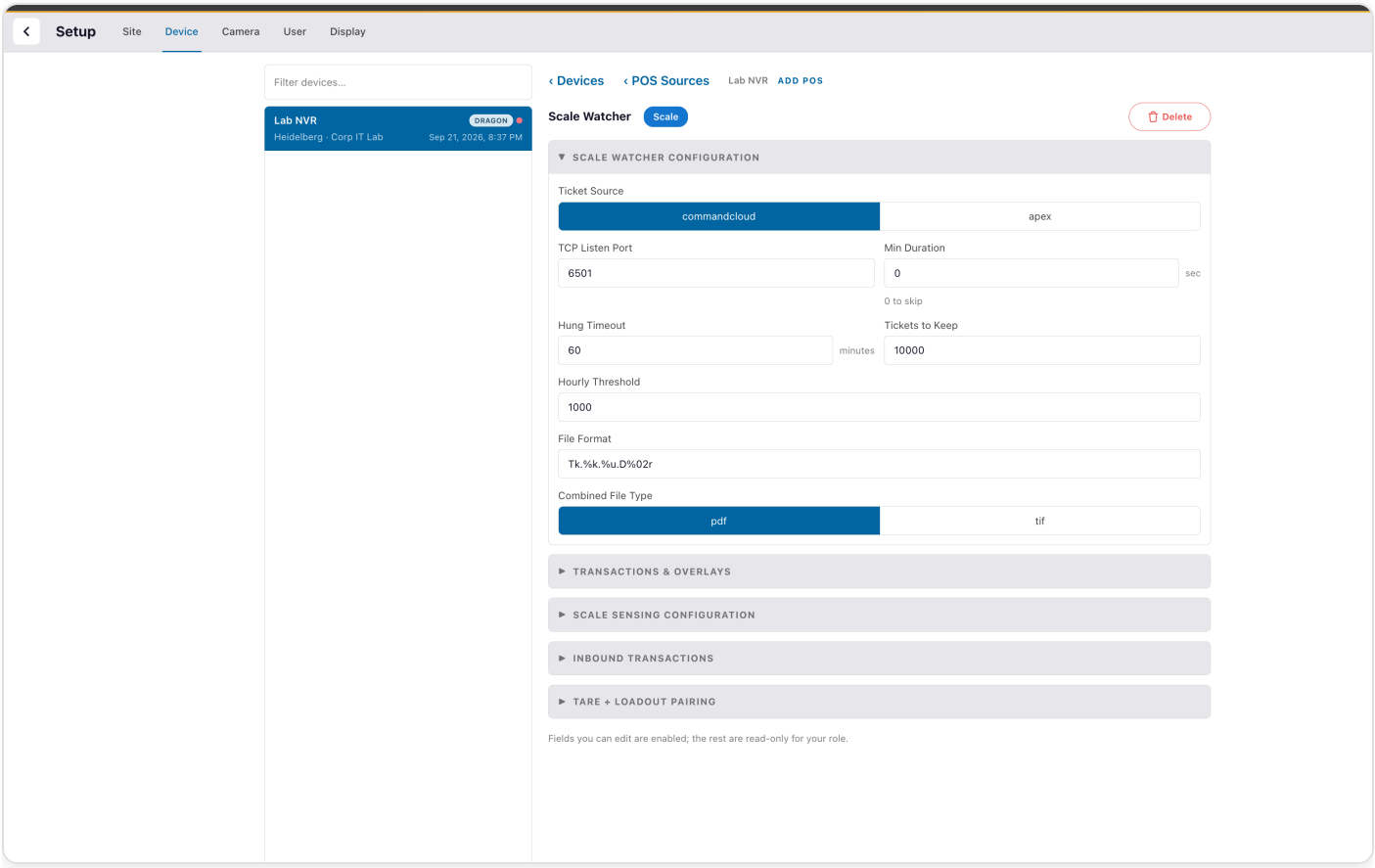
Type	What it's for
Scale Watcher	Truck-scale weighing and ticketing. Captures each weighment with images and checks it against your ticketing. This is the source that feeds Scalewatcher Cloud.
License Plate Recognition (LPR)	Reads U.S. license plates and can burn the plate onto the associated camera's video.
Facility Tracker	Tracks a truck's full visit using entrance and exit plate reads.
PSCL	Receives shipment records from a plant messaging feed (used at certain plants).

Scale Watcher — truck scales & ticketing

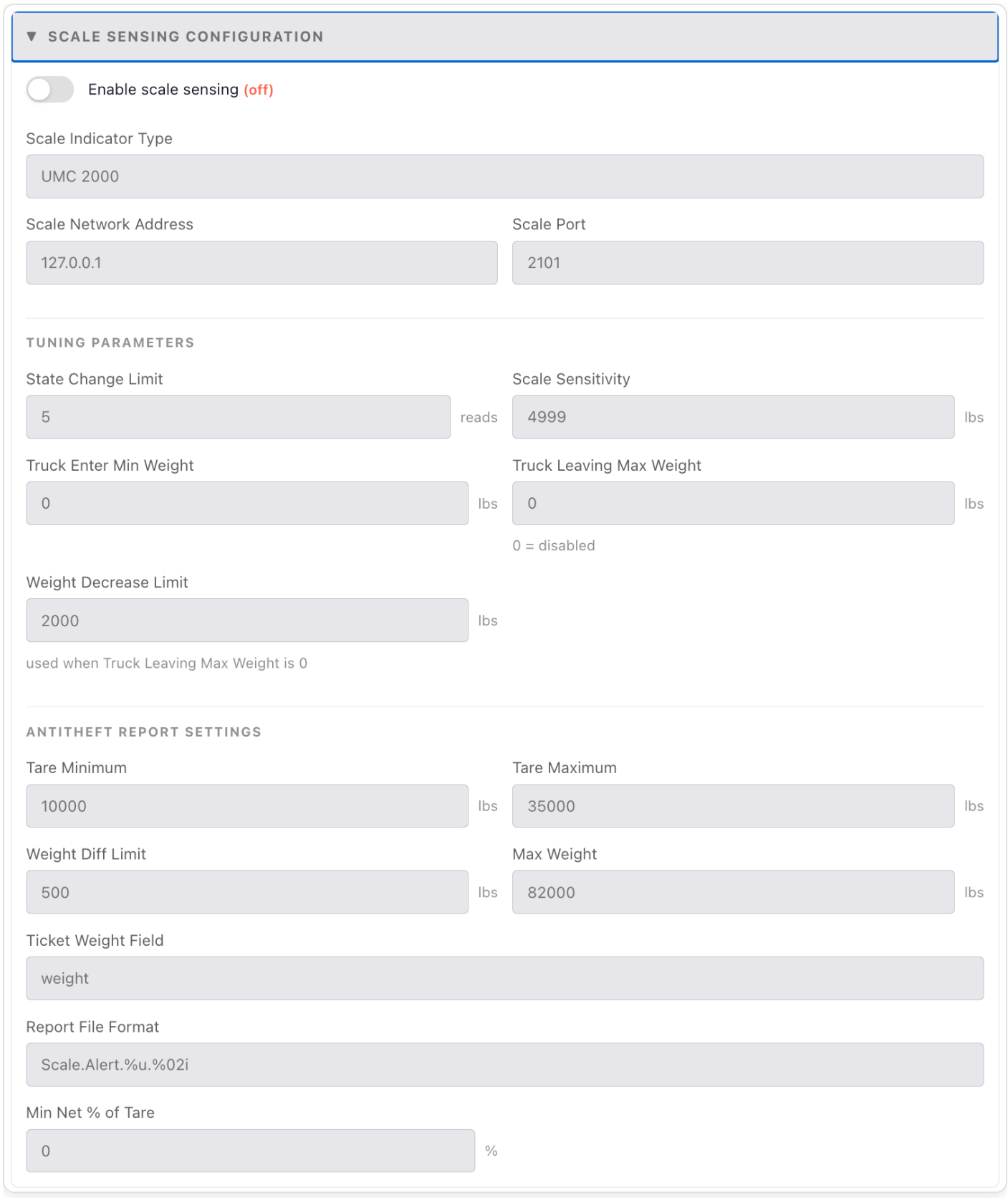
Select a Scale Watcher source to configure it. Its settings are grouped into sections you can expand:

- **Configuration** — the **Ticket source** (**Command Cloud** for tickets delivered through the cloud, or **APEX** for an on-site Command Alkon system), plus retention and file-naming options.
- **Transactions & overlays** — the **Start** and **Finish** events that bracket a weighing, and the **cameras** that capture it (with an optional overlay of the ticket data onto the video).

- **Scale sensing** — turn on **Enable scale sensing** to read the scale directly, then set your **scale indicator type** (Rice Lake, Cardinal, Toledo, and many more), its **network address** and **port**, and the sensing thresholds.
- **Anti-theft thresholds** — a **maximum tare**, an **overweight** limit, an allowed **weight difference** between ticket and scale, and more. These drive the theft-and-error alerts you'll see in Scalewatcher Cloud.



A Scale Watcher source — ticket source (Command Cloud / APEX) and the collapsible setting groups.

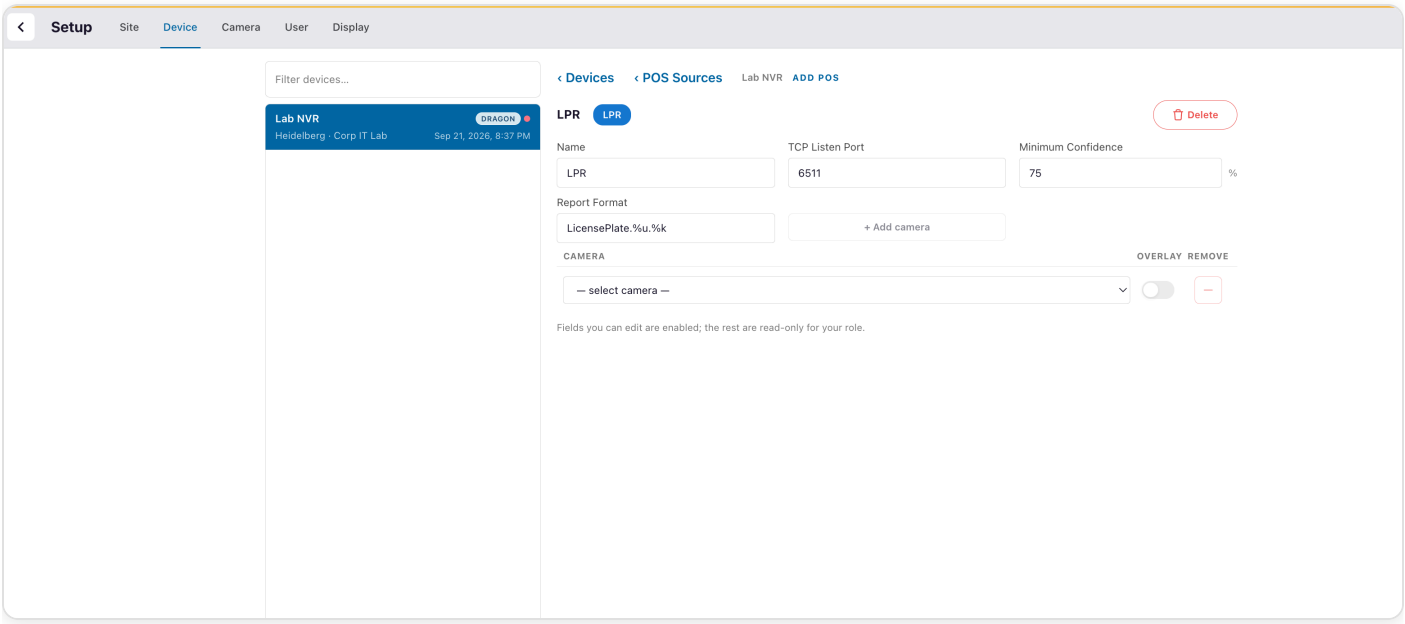


Scale sensing (indicator type, address) and the anti-theft thresholds that drive alerts.

> **Some values come from your installation.** Scale addresses, indicator types, and thresholds are usually set when your system is installed. If unsure, leave a value as set or contact support — a wrong scale setting can stop weighings from being captured.

License Plate Recognition (LPR)

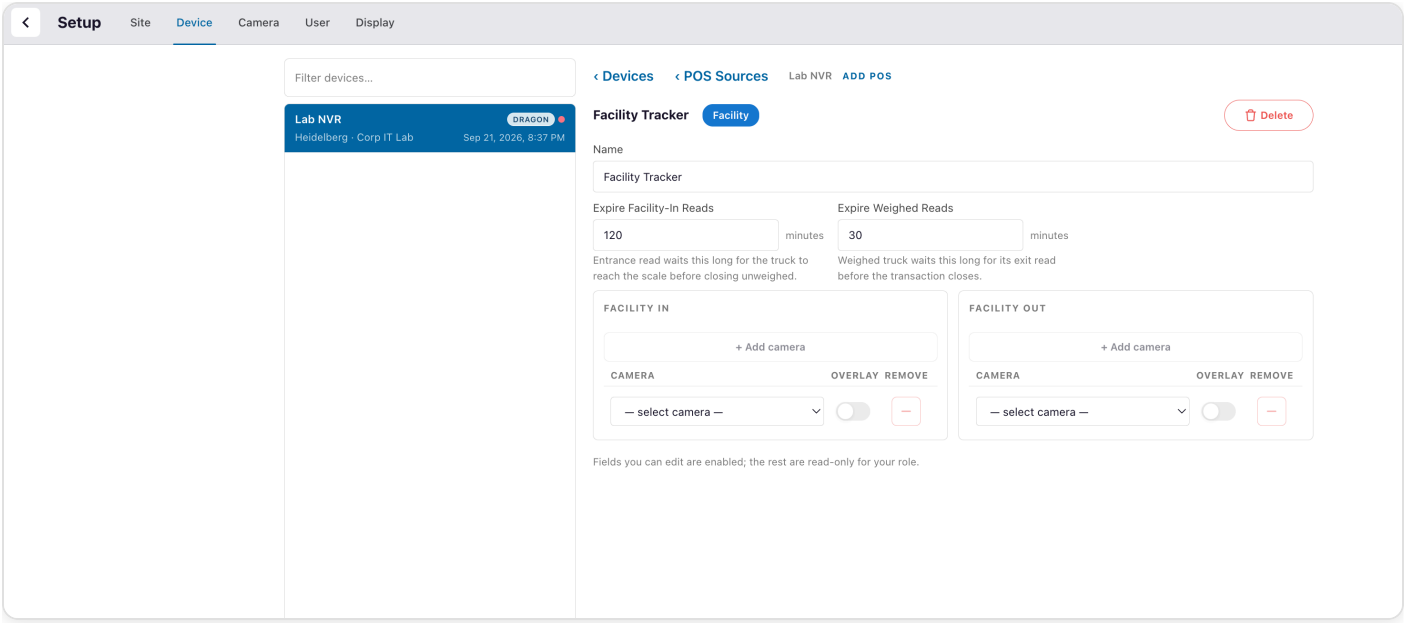
Set the plate-reading **camera(s)** (with an optional overlay onto the video) and the **minimum confidence** — how sure the reader must be before it reports a plate (higher means fewer but more certain reads).



A License Plate Recognition source — confidence, report format, and cameras.

Facility Tracker

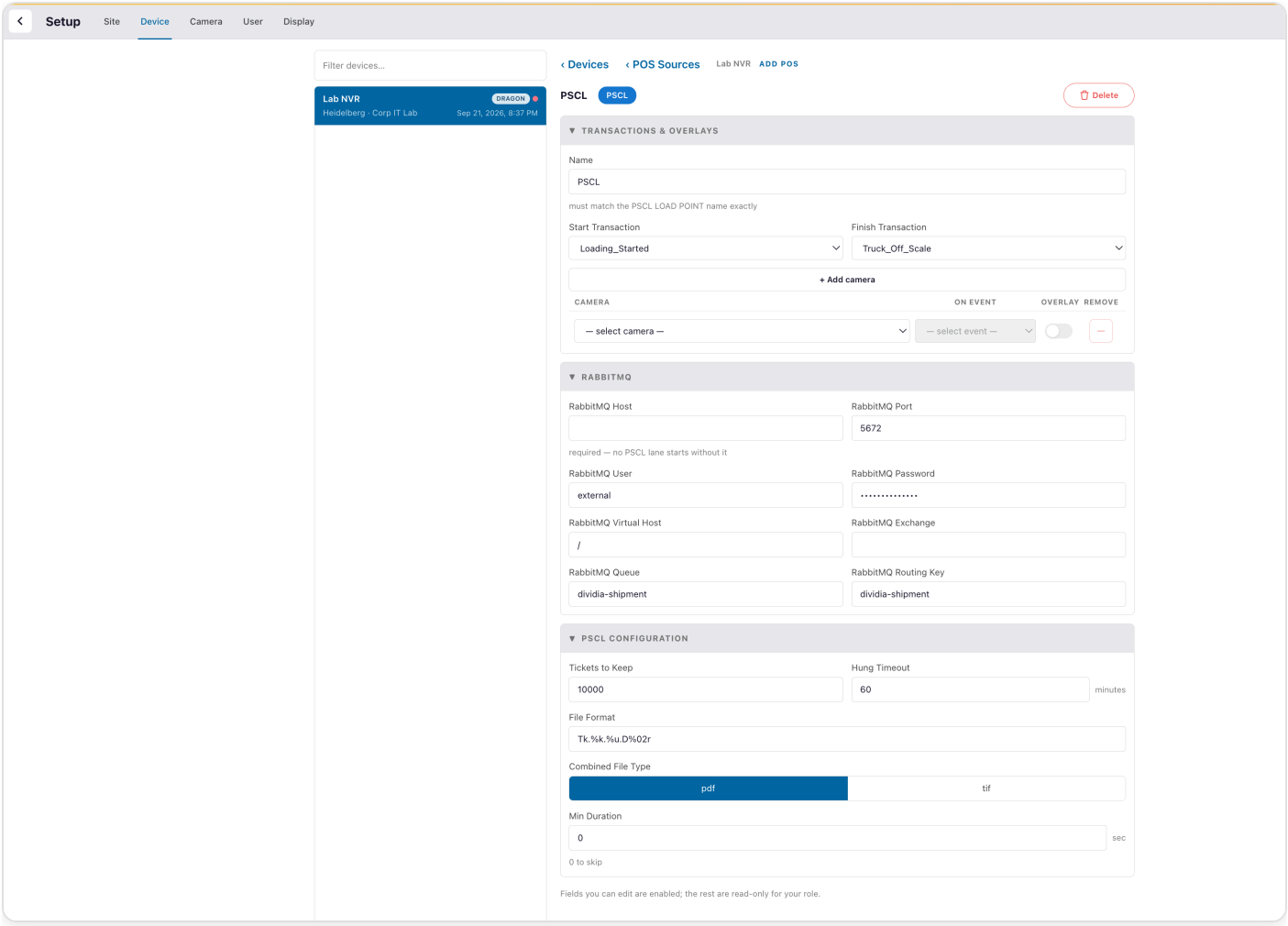
Assign the **entrance** and **exit** cameras that read plates as trucks come and go, and the **expiration timers** for how long to wait before an unmatched entrance or weighing is considered complete.



A Facility Tracker source — entrance/exit cameras and expiration timers.

PSCL

Set the **load-point name** (must match your plant's exactly), the messaging **host** and credentials (the host is **required**), and the capturing **camera(s)**. These come from your plant's setup.



A PSCL source — the messaging connection and transactions.

Saving & pushing changes to the device

POS changes — like all device changes — are staged first, then sent in one step so nothing is half-applied.

1. Make your edits. A **Push *N* Changes to Device** button appears at the bottom.
2. Select it to open a **review** list — every change as “from → to,” with the option to undo any one.
3. Select **Update now** to send everything to the device.

If a required field is missing or a network port is out of range or used twice, Cloud NVR tells you and holds the push until it’s fixed. To back out, use **Revert Changes**.

> **What happens next:** once your Scale Watcher source is capturing weighings, that data flows to Scalewatcher Cloud. Part B, Transactions shows how to confirm it’s arriving.

Users & permissions

Open **Setup → User** to manage the people who can sign in to your devices.

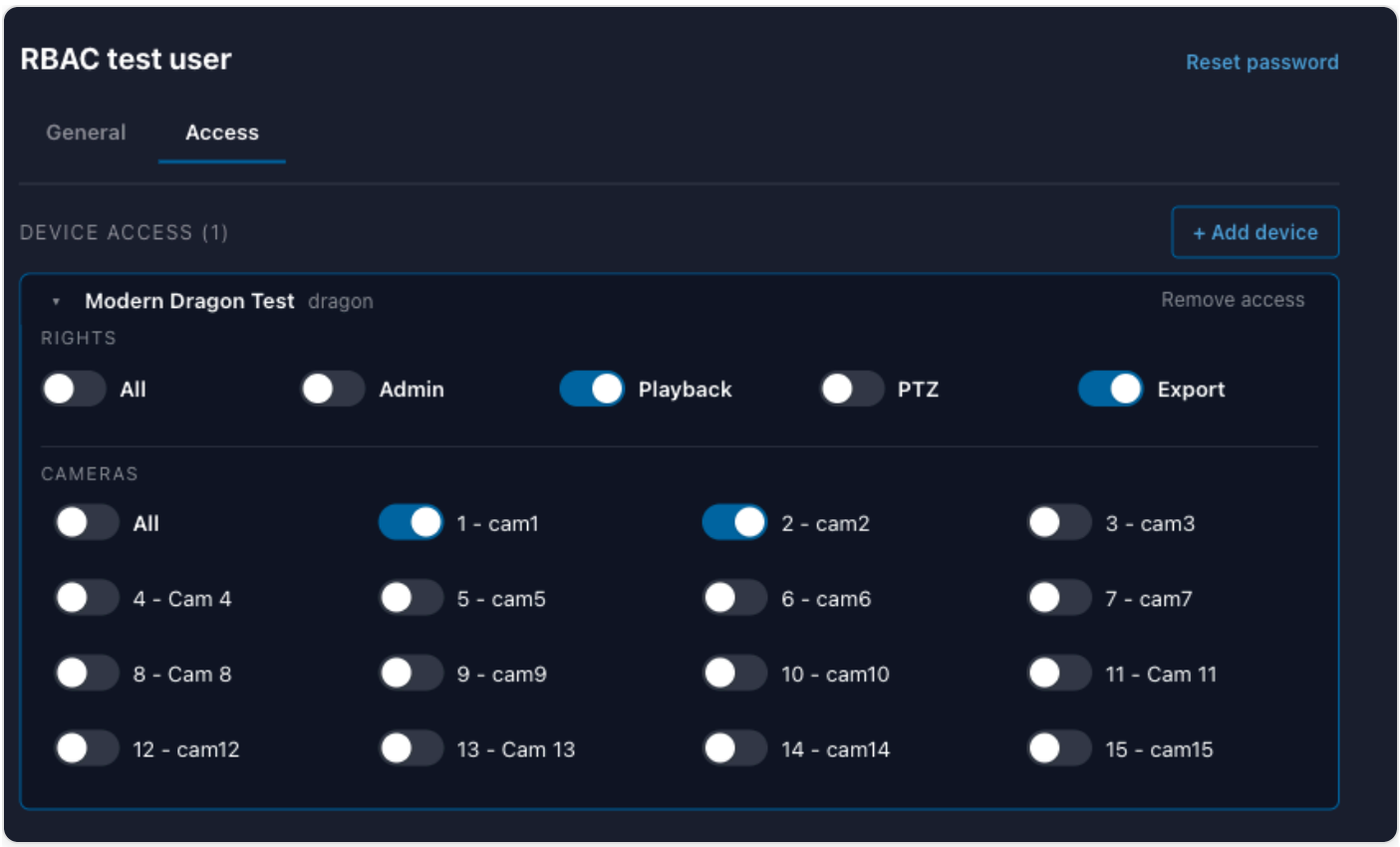
Adding a user

1. Select **+ New**.
2. Enter their **email** (their sign-in name) and a **display name**.
3. Choose a password: **auto-generate and email it**, or set one yourself. Auto-generated passwords ask the person to set their own on first sign-in.
4. Grant access (below), then **Save**.

Granting access & permissions

On a user's **Access** tab, pick the **devices** they can access, and for each device choose their **permissions** and the **cameras** they work with. Signing in and remote access are always included; the permissions you set are:

Permission	Lets the user…
Administrator	Manage settings and users for that device.
Playback	Review recorded video.
Export	Flag recorded clips for export.
PTZ	Move pan/tilt/zoom cameras that support it.



A user's Access tab — per-device permissions and the cameras they can access.

Managing existing users

- **Reset password** — emails the user a new temporary password.
- **Enable / disable** — turn access off without deleting. You can't disable your own account.

PART B

Scalewatcher Cloud

Where your scale and ticketing data lands — review transactions, work theft-and-error alerts, run reports, and manage your team.

About Scalewatcher Cloud

Scalewatcher Cloud is a separate web portal (for example `scalewatcher.cloud.dividia.net`) that receives the scale and ticketing data your Cloud NVR device captures. Where Cloud NVR is about *video*, Scalewatcher Cloud is about *transactions*: each truck weighing or ticket, with its photos, laid out so you can spot problems — missing tickets, weight mismatches, overweights, and other exceptions.

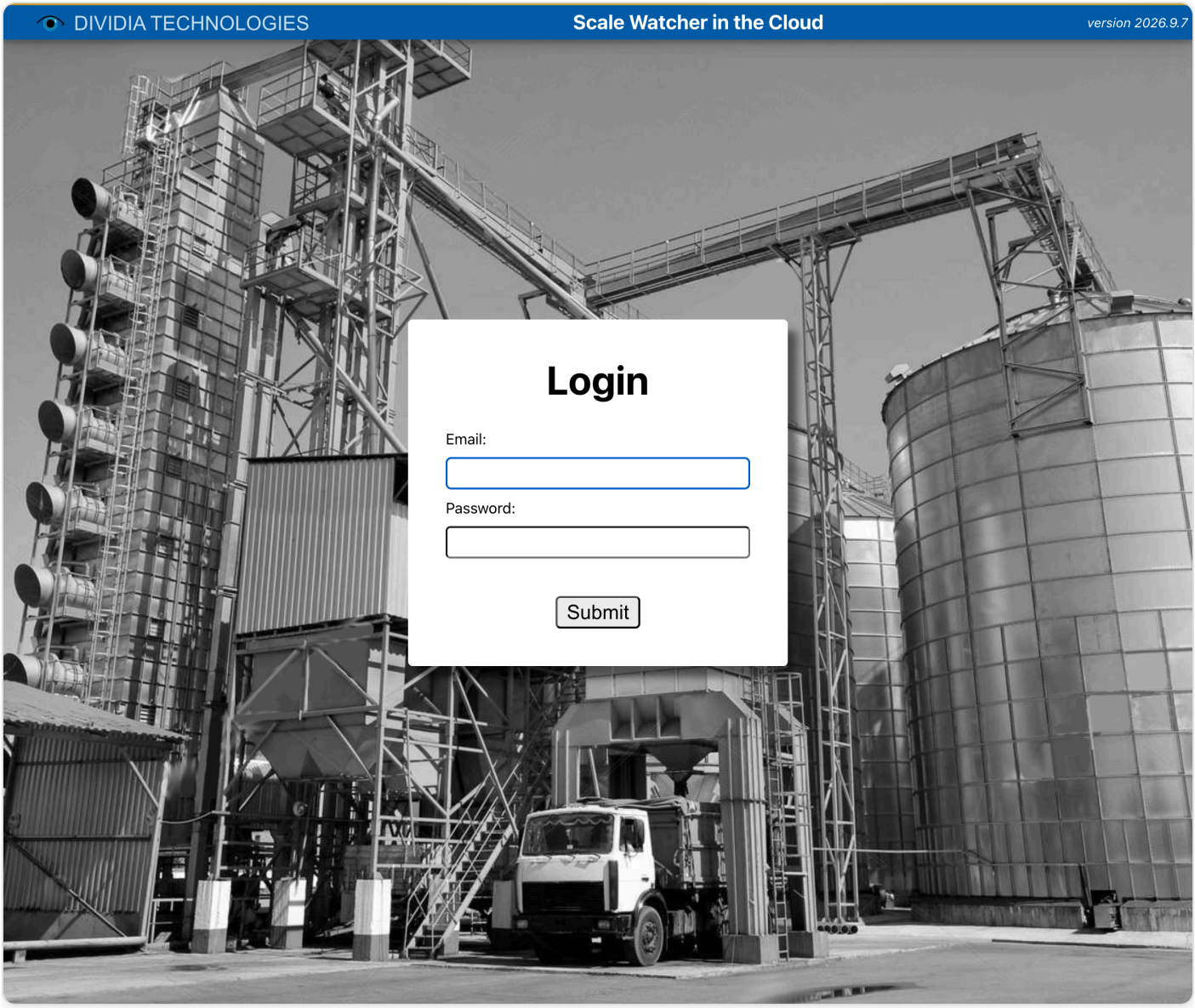
How your device connects to it

When your device captures a weighing, it uploads the transaction and its **camera images** to Scalewatcher Cloud, where they appear on your **Transactions** board. The link between your device and your Scalewatcher Cloud site is set up for you as part of your installation — you don't configure it in the portal. Your job here is to **use** the data: confirm it's arriving, work alerts, run reports, and manage your team.

> **Images — and short video clips.** Scalewatcher Cloud shows the **images** captured with each transaction, and where your device uploads them, short **video clips** of each event too. The full continuous recording still lives on your Cloud NVR device — use Playback for that.

Signing in & getting around

Sign in with your email and password. If you administer more than one site, a **site selector** lets you switch between them.

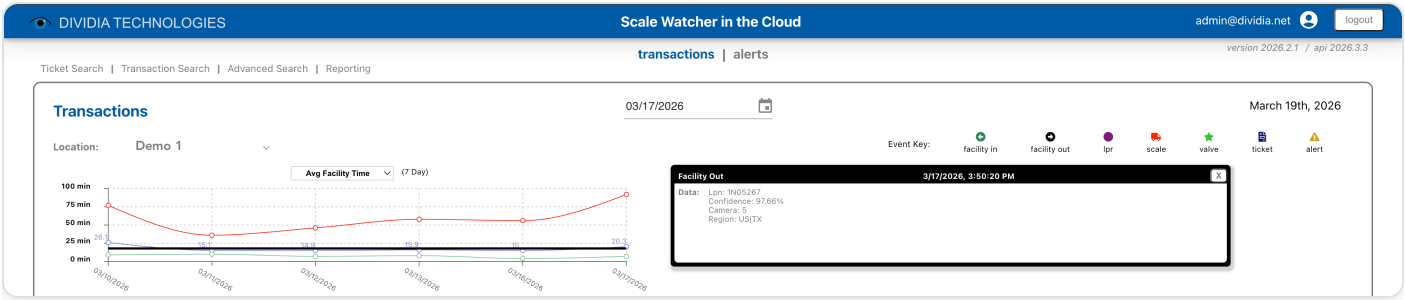


The Scalewatcher Cloud sign-in screen.

The layout

A bar across the top gets you everywhere:

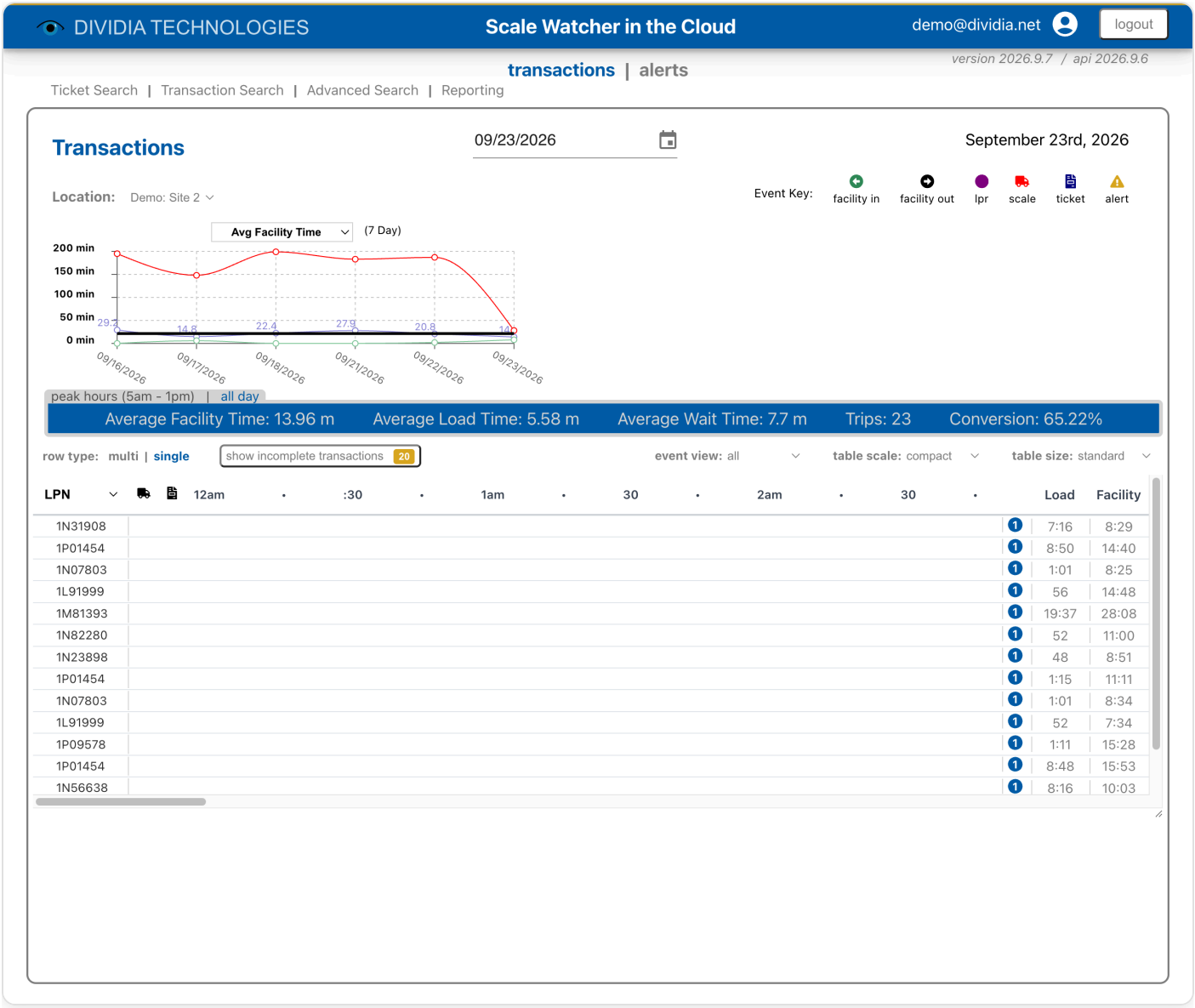
- **Transactions** — the home board of weighings and tickets.
- **Alerts** — the theft-and-error alerts to review.
- **Ticket Search**, **Transaction Search**, **Advanced Search** — find past transactions.
- **Reporting** — summaries and charts.
- The **account menu** — your **site access**, **Change password**, and, if you administer your organization, the **Admin Screen**.



The header and navigation after you sign in.

Transactions — confirming your data

The **Transactions** board is your home screen and the fastest way to confirm your device is uploading. It lays out the day's activity as a timeline, grouped by truck, plate, or ticket, with a colored dot for each event.



The Transactions board — site selector, date, 7-day chart, event key, and the day's transactions.

Confirming your scale data is arriving

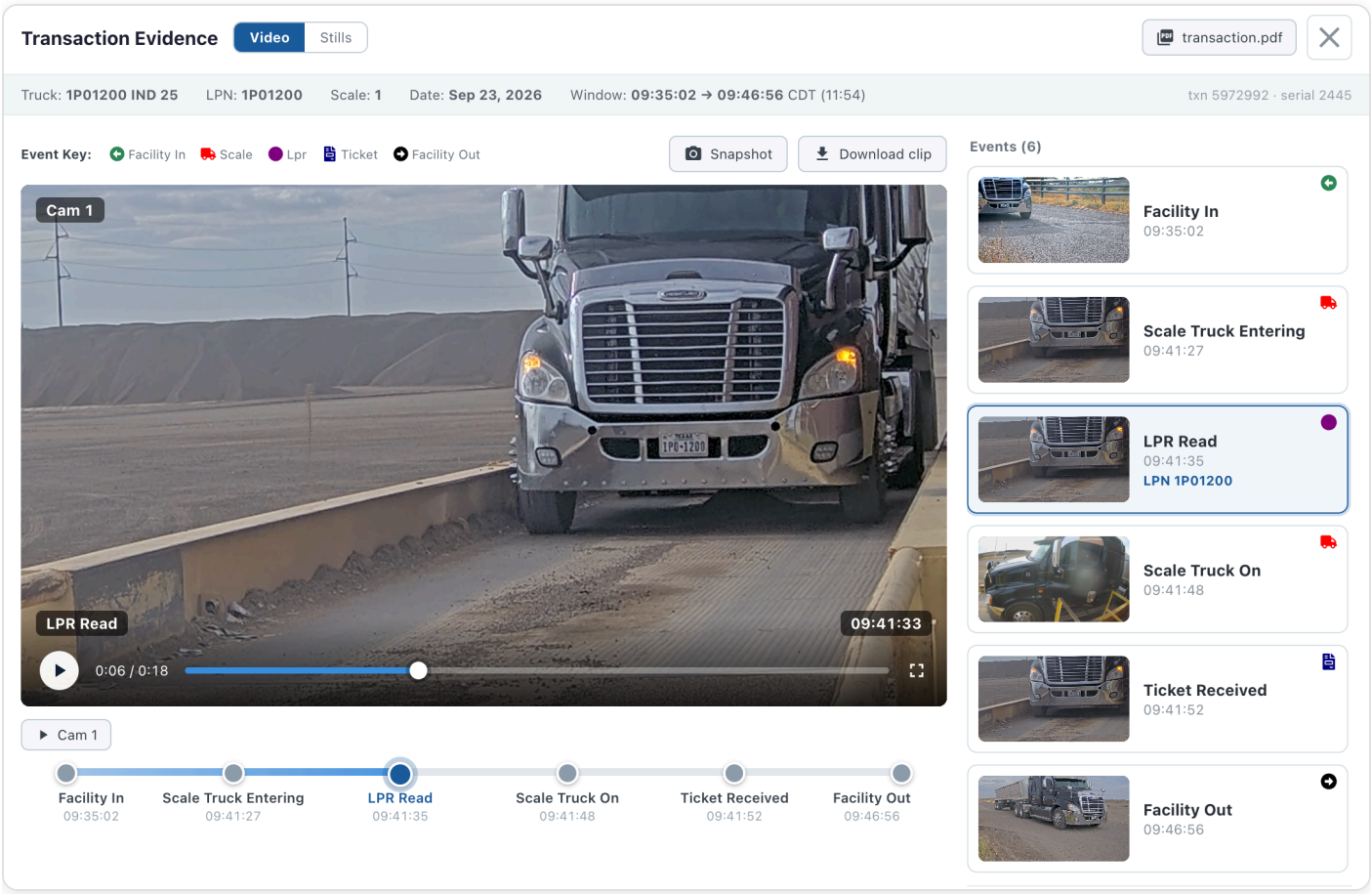
To check that a device is sending data:

1. Choose your **site** (the **Location** selector) and today's **date**.
2. Look for **rows filling in** as trucks are weighed — each weighing appears with event dots along the timeline. If weighings are happening and rows are appearing, data is flowing.
3. Open a transaction to see its **images** (below). If a recent weighing shows its photos, the whole path — scale → device → cloud — is working.

If the board says **"No Data Available"** when you expect activity, see Troubleshooting. Your site's settings also show a **ticketing connection** indicator — a quick way to see whether your device is currently connected (see Administration).

Reading a transaction's images

Select an event dot (or an alert's **gallery** button) to open **Transaction Evidence**. A timeline runs across the bottom with a marker for each event (facility in, scale, plate read, ticket, facility out); the panel on the right lists those events with a thumbnail each. Select an event to see its **video clip** (or switch to **Stills**), and use **Snapshot** or **Download clip** to save it. This is the evidence you'll rely on when a load is questioned.



Transaction Evidence — the event timeline, per-event thumbnails, and the video (or stills) for the selected event.

Saving a record (PDF)

Use the **PDF** action to produce a shareable document with the transaction's images and data — handy for disputes and record-keeping.

Adjusting the board

Controls above the board let you change the **date**, group by **truck / plate / ticket**, filter by vehicle type, switch between a basic or full event view, and show or hide incomplete transactions. An **event key** explains the dot colors (scale, valve, ticket, alert, and so on).

Alerts

The **Alerts** screen is where theft and error conditions surface for you to review and resolve. It's the core daily job in Scalewatcher Cloud.

Alert types

The conditions Scalewatcher Cloud raises:

Alert	Means
No Ticket	A load happened with no matching ticket.
Overweight	A weight above your overweight limit.
Weight Mismatch	The ticket weight and the scale weight don't agree.
Tare Contamination	A tare (empty) weight outside the expected range.
Valve Alert	A valve event without a corresponding ticket.
Manual Ticket	A ticket entered by hand.
Scale Connection	The connection to the scale was lost or restored.
Waste Ticket	A ticket marked as waste.
Scale Data Fail / **Valve Data Fail**	The scale or valve stopped reporting data.

Working an alert

Alerts move through a lifecycle, shown down the left of the screen:

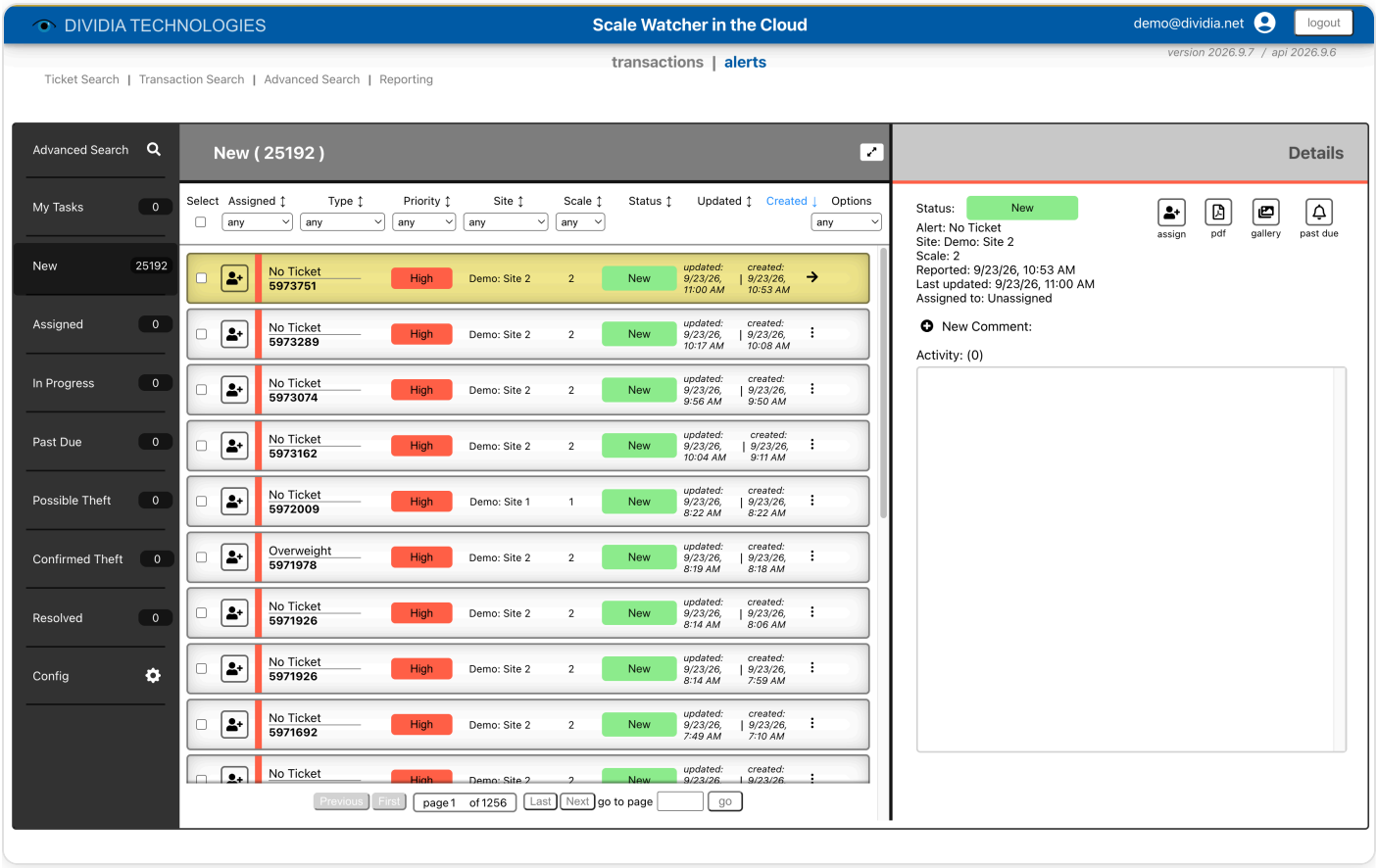
New → Assigned → In Progress → (and, if warranted) **Possible Theft → Confirmed Theft → Resolved**. **Past Due** flags alerts that have sat too long, and **My Tasks** shows the ones assigned to you.

Select an alert to open its details — its images, the transaction behind it, and its history. From there you can:

- **Assign** it to a team member (assigning a New alert moves it to Assigned).
- Change its **status** as you investigate, and set its **priority** (High / Medium / Low).
- Add a **comment** — every action is logged so there's a clear trail.
- Open the **PDF** or the image **gallery** for evidence.

- Select several alerts and **process them together**.

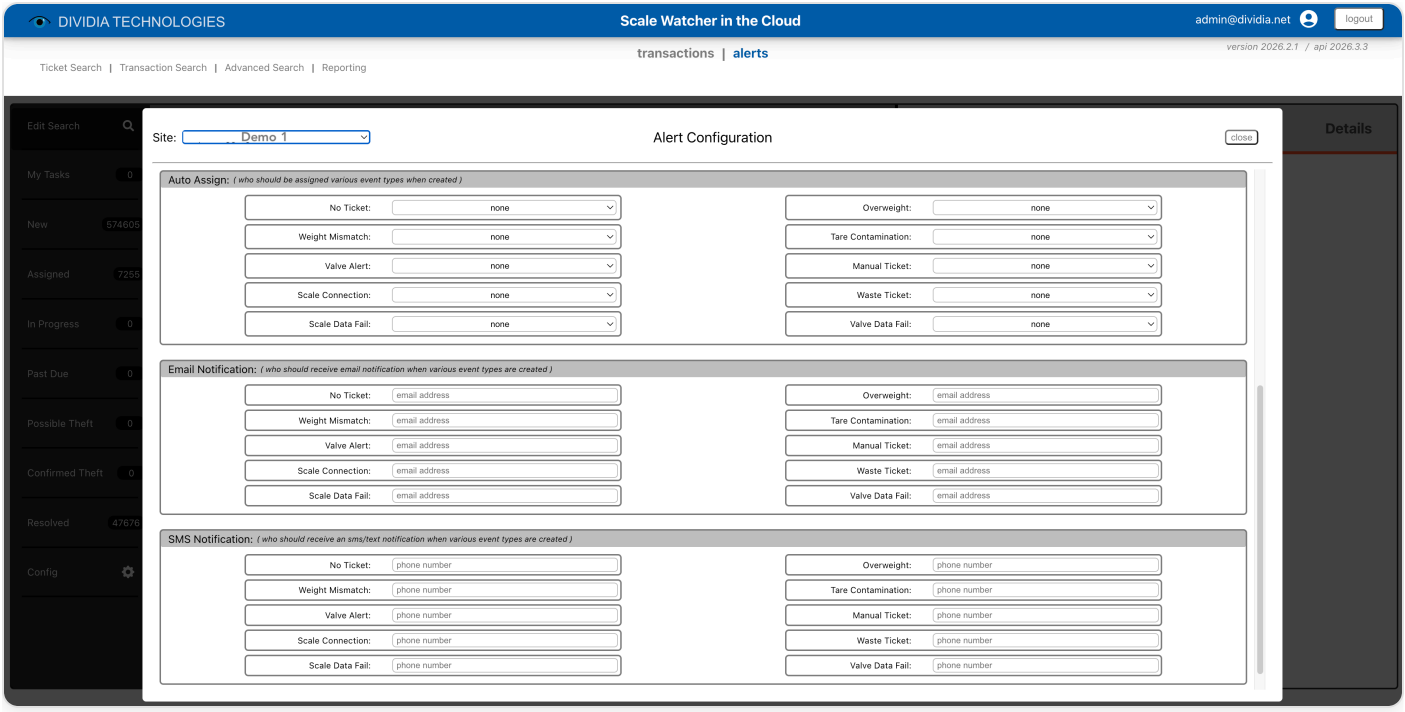
When you resolve an alert, your site may require a **comment** explaining the outcome (an option you can turn on per site — see Administration).



The Alerts screen — the lifecycle list on the left, alerts in the middle, and the selected alert's Details on the right.

Alert configuration

Under **Config** on the Alerts screen you can tailor each alert type for a site: how long before it's **past due**, its default **priority**, who it's **auto-assigned** to, and the **email** and **SMS** recipients who should be notified.



Alert configuration — per alert type: past-due, priority, auto-assign, email, and SMS.

Searching your data

Three searches (in the top bar) help you find past activity, and each returns the transaction's document:

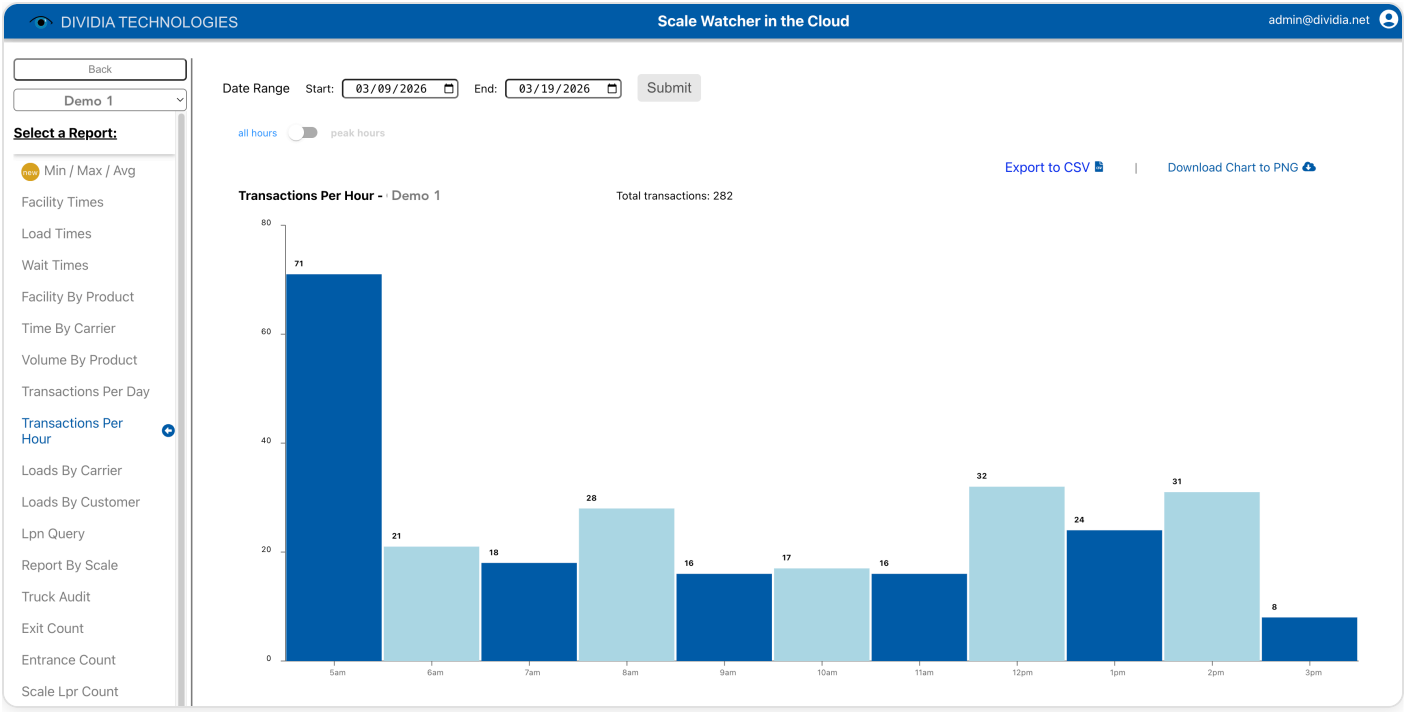
- **Ticket Search** — find a transaction by ticket number.
- **Transaction Search** — find by transaction details.
- **Advanced Search** — combine criteria (dates, product, carrier, plate, and more) for a filtered list.

Historical search is how you answer "what happened with that load last Tuesday?" long after the day has scrolled off the board.

Reports

Open **Reporting** for summaries and charts. Pick a **site** and a **date range**, choose a report, and apply any filters (product, carrier, hours, and so on). The reports available depend on what your site tracks (truck scales, plates, or full facility visits).

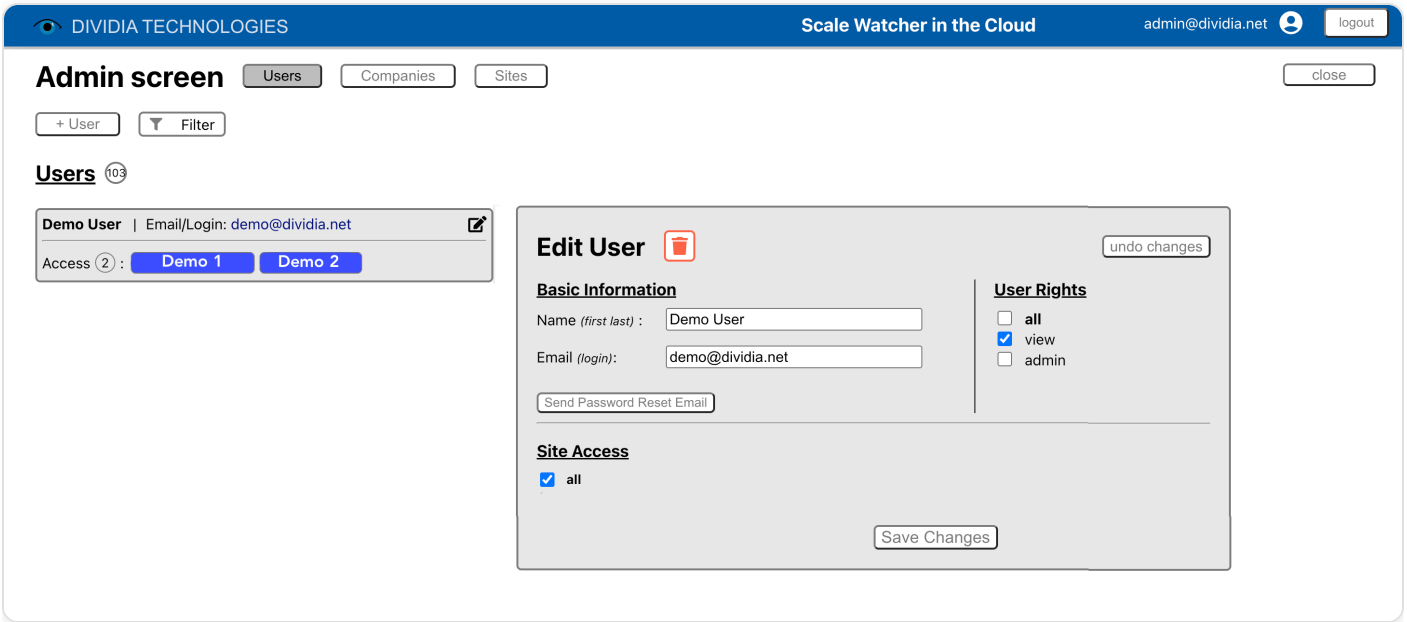
Common reports include volume by product, transactions per day or hour, loads by carrier or customer, weighing and wait times, truck audits, and entrance/exit counts — and, where your cameras support it, an AI object-detection summary.



Reporting — pick a report, a site, and a date range.

Administration

If you administer your organization in Scalewatcher Cloud, the **Admin Screen** (in your account menu) gives you three areas: **Users**, **Companies**, and **Sites**. Each is a list on the left with an edit form on the right.



The Admin Screen — the Users tab (Companies and Sites are alongside it).

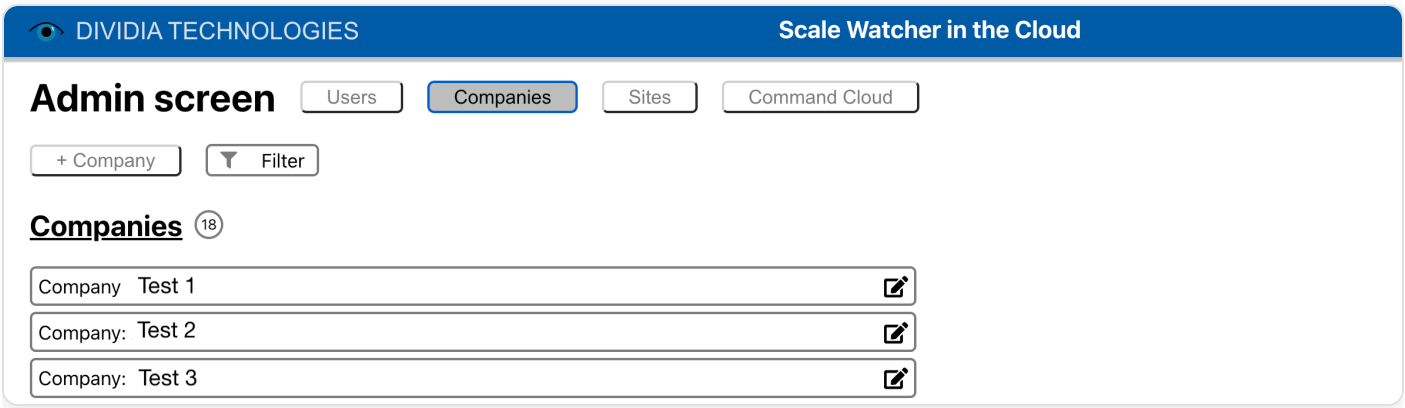
Users

Create, edit, and remove the people who use Scalewatcher Cloud. For each user you set:

- Their **email** and details, and a **password** (or reset one).
- **Permissions** — viewing is always included; you can additionally grant **administrator** and (for facility sites) **transaction resolution**.
- **Site access** — which sites the user can see.

Companies

Create, edit, and remove the companies — the carriers and customers that appear on your transactions and in your reports. Each site belongs to a parent company, and transactions are grouped by company for reporting.



Admin → Companies — the carriers and customers on your account.

Sites

Manage the details of the sites you administer:

- **Name** and **parent company**.
- **Tracking type** — whether the site tracks truck scales, plates, or full facility visits (this decides which screens and reports apply).
- **Maximum transaction time**, and whether to **require a comment when resolving an alert**.
- The object-detection classes to track, where applicable.

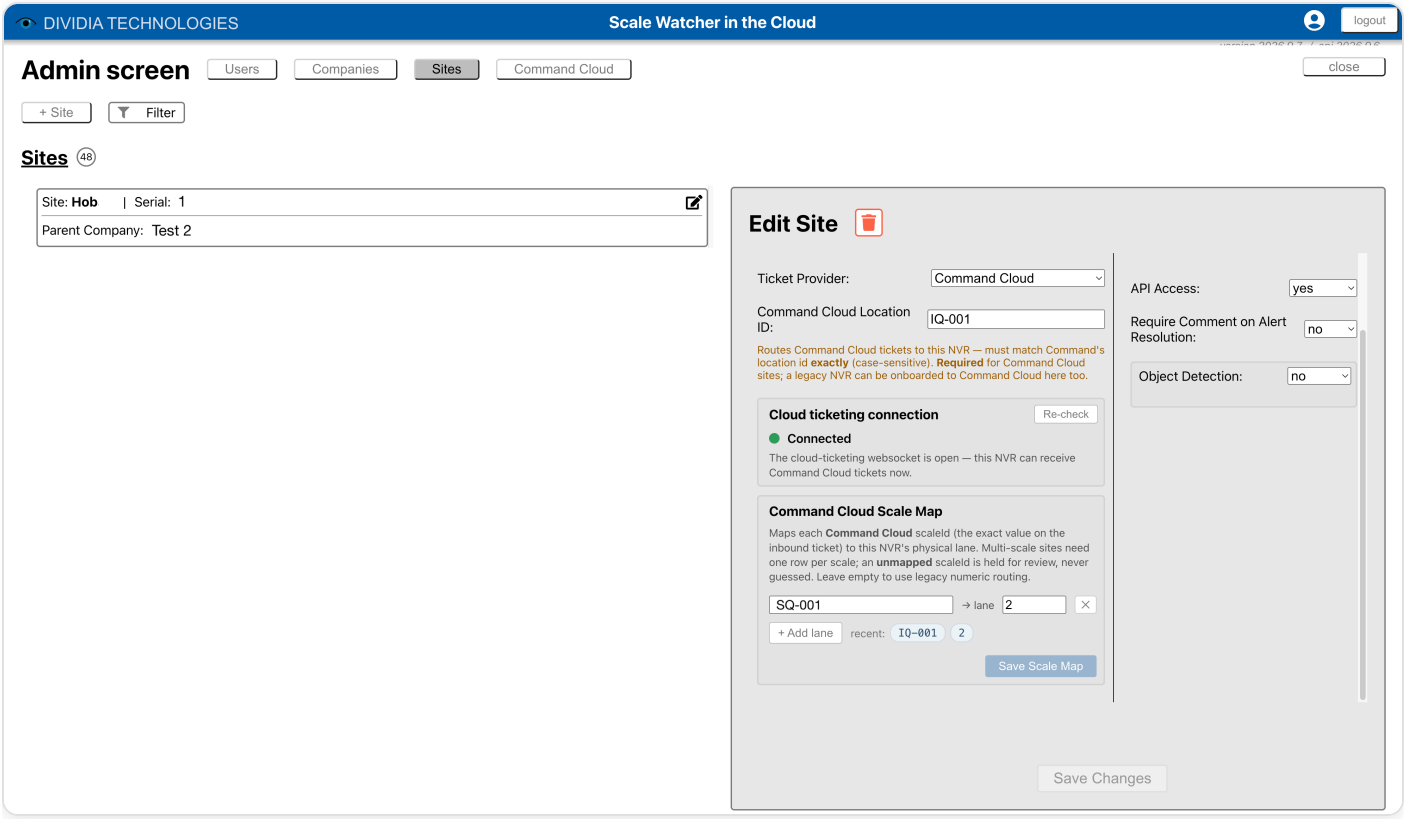
Cloud ticketing (Command Cloud)

If your site receives tickets through **Command Cloud**, the site record also carries the settings that route each incoming ticket to the right device and scale. These values come from your Command Cloud account — you can enter them here yourself, or provide them to Dividia to enter for you.

- **Ticket Provider** — set to **Command Cloud**.

- **Location ID** — the Command Cloud location identifier for this site. It must match *exactly* what Command Cloud sends (it's case-sensitive). This is how an incoming ticket finds your site — a wrong value means tickets won't arrive.
- **Scale Map** — for each **scaleId** that Command Cloud reports, set the **lane** it maps to on your device. The lane number decides which **port** on the device receives that scale's tickets: the device port is **6500 + the lane number** — so lane **1** is port **6501**, lane **2** is port **6502**, and so on. Set each scaleId to the lane whose device port **matches the Scale Watcher POS source** you configured for that scale (its *TCP Listen Port* — see POS & scale integration). A picker lists recently-seen scaleIds so you can click the exact value instead of typing it. An unmapped scaleId is held for review, never guessed — a scale with no row won't route.
- **Ticketing connection** — a live status (*Connected*, *Not connected right now*, or *Never connected*) that tells you whether your device is currently reaching the cloud for tickets. Use it to confirm the device is online.

> **Copy the Location ID and scaleIds exactly.** They're defined in your Command Cloud account, not invented here. A wrong Location ID means tickets never reach your site; a missing scaleId mapping means that scale's tickets won't reach a lane on your device.



Admin → Sites — a site's Command Cloud setup: Ticket Provider, Location ID, the live connection status, and the Scale Map (each scaleId → a lane).

Troubleshooting & FAQ

I can’t sign in

Check your email and password for typos. If you’ve forgotten your password, an administrator for your organization can send a reset. If you sign in with Microsoft, use your work account.

A camera is black or won’t load

Give it a moment to connect. If it stays black, the camera or its device may be offline — check other cameras on the same device. If you added it with Discover, confirm its credentials were entered.

Playback is slow to start

The first time you request recorded video it’s prepared in the cloud, so there can be a short wait with a “Caching” indicator. It plays normally once ready.

My POS changes didn’t take effect

POS and device edits aren’t applied until you **Push Changes to Device** and select **Update now**. If the push is blocked, check for a missing required field (like the PSCL host) or a port that’s out of range or used twice — the screen tells you which.

Scalewatcher Cloud shows “No Data Available”

Confirm you’ve selected the right **site** and **date**. Check that weighings are actually happening at the scale. Open your site’s settings and check the **ticketing connection** status — if it says *Not connected right now*, the device isn’t reaching the cloud; check the device’s power and internet, or contact support.

A weighing is missing its images

Confirm the transaction’s cameras are assigned in the Scale Watcher POS source (POS & scale integration) and that those cameras are online in Cloud NVR.

It says “Access Denied”

That account doesn’t have permission for the camera or action. An administrator can grant the access needed.

Still stuck?

Contact Dividia Technologies support at **866-348-4342**.

Glossary

Term	What it means
Site	A location you monitor. Your account may include one site or many.
Device	The recorder at a site that cameras connect to; it streams live video to the cloud and stores recordings.
Camera	A single video feed on a device.
View	A saved on-screen arrangement of cameras — how you navigate Cloud NVR.
Administrator	Permission to manage users and settings for the sites and devices you've been granted.
Playback	Permission to review recorded video.
PTZ	Pan / Tilt / Zoom — permission to move cameras that support it.
POS source	A point-of-sale or scale integration on a device — Scale Watcher, LPR, Facility Tracker, or PSCL.
Discover	Scanning your device's network to find and add cameras automatically.
Transaction	In Scalewatcher Cloud, one weighing or ticket, with its images and data.
Alert	A theft or error condition Scalewatcher Cloud raises for review (e.g. No Ticket, Weight Mismatch).
Tare	The empty weight of a truck, subtracted from the loaded weight to get the net load.