
Troubleshooting

Hardware

1. Messages “*Can’t find keypro*” and “*Card Setup Fail*” appears when GV-System starts.
 - Verify the video capture card drivers (See Chapter1 in the *Installation Guide*).
 - Insert the video capture card to a different PCI slot to see if this fixes the problem.
 - If you are using the video capture card V1, attach an appropriate Keypro to the PC’s parallel port and run **Dos2kreg.exe** in the GV-System folder.
 - If your system is upgraded to version 8.0 or above, an appropriate USB dongle is required.

2. A message “*Video Lost*” appears.
 - Check video connection.
 - Make sure the video device is turned on.
 - Make sure the video standard in your country matches the setting in GV-System (See *Choosing Video Source* in Chapter1).
 - Check AGC setting (See *Adjusting Video Attributes* in Chapter 1).
 - Switch the cable from the functional channel to the non-functional channel, and vice versa. If the previously non-functional channel is now able to deliver video, check the video device itself and its related cables.

3. A message “*Can’t find I/O Module:1, Address:1, in Com1*” or “*Not GV-IO in COM1*” appears.
 - Check the RS-485 connection between GV-Net Card/Box and GV-IO Box.
 - Check whether the power adapter is properly connected to GV-IO Box.

4. A message “*No PTZ Device Installed*” or “*Default PTZ Device not Activate*” appears.
 - Make sure the **Active** option is enabled in Main System (See *PTZ Control Panel* in Chapter 1).
 - When multiple PTZ cameras are installed, make sure to activate each PTZ camera individually.

Software

1. How to upgrade to the latest version?
 - Download the latest version from GeoVision website:
http://www.geovision.com.tw/english/5_0.asp
2. Recycle mode doesn't work, and recording stops.
 - Exit Main System, and run **RepairLog500.exe** from the system folder to fix this problem.
 - Check Properties of the folder used for saving video files. Make sure the **Read Only** option is disabled.
3. Passwords are lost. Cannot access my GV-System.
 - See *Setting Up for Password* in Chapter 1 for details.
4. A message "*Directdraw overlay fail*" appears.
 - Make sure your VGA card meets the GV-System's minimum requirement that is NVIDIA GeForce II MX 32MB.
 - The driver included in your VGA card package may not be the latest and might not support Directdraw. Visit related websites and upgrade your VGA driver to the latest version.
 - Disable the Directdraw feature if you do not wish to upgrade your VGA card or driver (See *Configuring Global Recording Parameters* in Chapter 1).
5. Shifted horizontal lines appears in the 640x480 video image.
 - Enable De-Interlace Render (See *Configuring Global Recording Parameters* in Chapter 1). This feature requires the VGA card of DirectX9. Make sure to upgrade your VGA card driver and DirectX version.
6. Unable to record audio, even though all setups and configurations are done correctly.
 - Audio recording is not available in the 640x480 video resolution (See *[Wave-In Device], Camera/Audio Install* in Chapter1).
7. Can't invoke hotline alerts.
 - GV-System only supports external modem using Zyxel or Lucent chipset.
 - Make sure Modem Device and Com Port are set up properly (See *[Modem Configure], Configuring Hotline/Network Notification* in Chapter1).

8. A “?” mark appears in the ViewLog's event list window.
 - These files may already been deleted in the previous Recycle run. Exit Main System and run **RepairLog500.exe** under the system folder to remove these files from the database.

9. Unable to play back audio in ViewLog
 - The video you select may not have any audio records.
 - The speaker icon at the lower right corner is not enabled (See Figure 4-1 in Chapter 4).
 - Audio can only be played back at 1X speed.

Remote Application

1. Remote View is unable to display video from GV-System.
 - This symptom may appear when Remote View is installed in Windows XP SP1 or later. Windows XP no longer includes Wavelet decoder after Service Pack 1. You may download a Wavelet codec at this link.
<http://geo-support.dipmap.com:100/remote/waveletcodec.zip>
 - GV-System version 6.0 is not compatible with Remote View version 5.4.0.1 or earlier. Make sure your GV-System and Remote View are both version 6.0 or later.

2. Network ports used in the remote applications:

WebCam: Http = 80 FTP = 21 Command = 4550 Data = 5550 Audio = 6550 Remote Control = 3389	TwinServer: Server = 9650	CenterV2: Center = 5547 Command = 5548 Connection Port = 5545 Data = 5549 Audio = 5546
RemotePlayBack: RPBSvr = 5066	TwinDVR: Http = 80 FTP = 21 Command = 4550 Data = 5550 Remote Control = 3389	Dispatch Server: Server = 21112
RemoteView: TCPSvr = 3550	IP Multicast: DMMLCast = 3650	GeoCenter: Server = 20001
	Authentication Server: Server = 3663	DMIP: FTP = 21
VSM Server = 5610	SMS Server = 6886	DDNS Server = 80 and 81
Control Center Command Port = 3388 Data Port = 5611 Log Port = 5552		

WebCam

1. A message "*can't connect to server*" appeared when GV-System is connected.
 - Check ports 4550 and 5550 are enabled in Firewall.
 - Check whether ports 4550 and 5550 are occupied by another application.
 - Check NAT port mapping is correct.
 - Check whether the dynamic IP address of GV-System is changed.
 - Check Ethernet adapter (ADSL modem must use the PPP/SLIP device).
 - Check whether Web server changes download timing. (Dynamic Lan IP = 1 min, Dynamic WAN IP = 5 min)

2. Unable to use the two-way audio feature.
 - Check whether port 6550 is available.
 - Check the client PC's sound card driver.
 - This feature requires DirectX 8 or later. Perform upgrade if necessary.
 - This feature requires Internet Explorer 6.0 or later. Perform upgrade if necessary.
 - Check GV-System's audio signal by using the Camera / Audio Install function (See *Camera/Audio Install* in Chapter 1).

3. Unable to run MPEG4 Encoder Viewer and WebCam RPB.
 - The security level of your IE browser may prevent WebCam components from downloading to your PC. Start IE browser and go to Tools/ Internet Options/ Security/Custom Level. In Active X controls and plug-ins options, select Enable or Prompt, and then click OK. Log in to GV-System again and WebCam components should be downloaded properly.

4. What version of OS does G-View support?
 - G-View of V6.0 or above supports WinCE 3.0, Pocket PC2002, Pocket PC2002 Phone Edition, Pocket PC2003, and Pocket PC2003 Phone Edition.