



ATI Graphic Card Driver Issues

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When using ATI Graphic Cards, you may experience the following issues under the specified conditions.

Overlapped and Flashing Live View

When watching 25 / 32 channel live view, some channels appear overlapped and flashing under the following environments:

- Windows Vista / 7 / Server 2008 R2
- ATI Radeon HD graphic card of series 5 or 6 using driver version 10-10 or later
- GV-1120A / 1240A / 1480A Combo Card connected with 17 or more cameras, including at least 1 IP camera
- DSP overlay or full screen enabled



Some live view channels are overlapping and flashing



Solution

To solve the issue, downgrade the driver of ATI graphic cards to versions **10-2 to 10-9**. You can access the drivers for 32-bit Windows Vista / 7 at

http://support.amd.com/us/gpudownload/windows/previous/Pages/radeonaiw_vista32.aspx

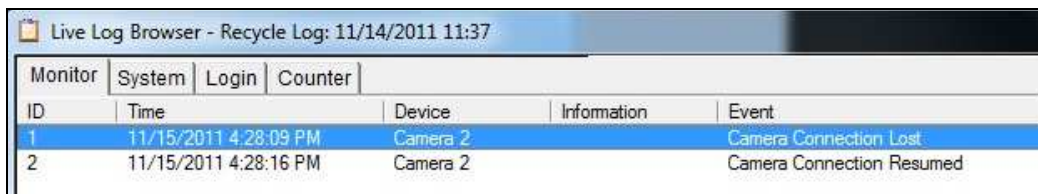
and for 64-bit Windows Vista / 7 at

http://support.amd.com/us/gpudownload/windows/previous/Pages/radeonaiw_vista64.aspx

Windows Time Delay and Connection Problems

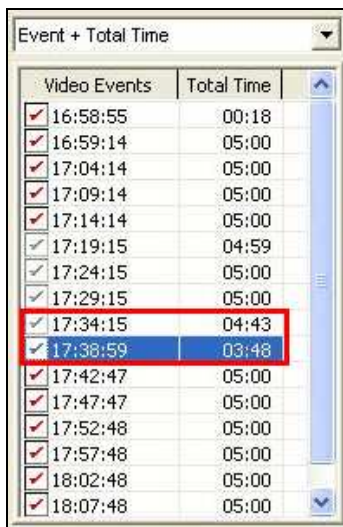
Under the following environments, Windows time delay occurs, and when Windows automatically corrects the time delay every couple hours, the time gap causes the cameras to time-out and disconnect. In addition, the time gap causes some events in ViewLog to be shorter in time length.

- Windows XP
- ATI Radeon HD-series graphic card using driver version 9-5 or later



Monitor	System	Login	Counter	Device	Information	Event
1	11/15/2011 4:28:09 PM			Camera 2		Camera Connection Lost
2	11/15/2011 4:28:16 PM			Camera 2		Camera Connection Resumed

Cameras disconnect temporarily when Windows corrects the time delay



Video Events	Total Time
✓ 16:58:55	00:18
✓ 16:59:14	05:00
✓ 17:04:14	05:00
✓ 17:09:14	05:00
✓ 17:14:14	05:00
✓ 17:19:15	04:59
✓ 17:24:15	05:00
✓ 17:29:15	05:00
✓ 17:34:15	04:43
✓ 17:38:59	03:48
✓ 17:42:47	05:00
✓ 17:47:47	05:00
✓ 17:52:48	05:00
✓ 17:57:48	05:00
✓ 18:02:48	05:00
✓ 18:07:48	05:00

Two video events in ViewLog are shorter than other events due to the time gap

Solution

To solve the issue, downgrade the driver version of ATI graphic cards to 9-3. You can access driver **V9-3 for Windows XP** at

http://support.amd.com/us/gpudownload/windows/9-3/Pages/radeonaiw_xp.aspx?&lang=English