

Troubleshooting

Hardware

1. Message “Can’t find keypro” and “Card Setup Fail” appeared when starting up GV-System.
 - Check capture card driver (See page 2)
 - Insert capture card to a different PCI slot.
 - Run C:\GV800\Dos2kreg.exe.
 - Older version capture card requires a dongle keypro. Make sure this keypro is available and tightly secure to PC’s parallel port.
2. “Video Lost” message appeared in monitoring window.
 - Check camera connection. Switch connection between camera one and camera two to determine whether problem occurs in camera or capture card.
 - Make sure the Video Standard setting (See page 43) matches to the video standard of your cameras. (i.e. NTSC to NTSC, PAL to PAL)
 - Check AGC setting. (See page 44)
3. Message “Can’t find I/O Module:1, Address:1, in Com1” or “Not GV-IO in COM1” appeared.
 - Check RS-485 connection between GV-Net and GV-IO.
 - Check whether power adapter is properly connected to GV-IO.
4. Message “Default PTZ Device not Activate” when setting up PTZ camera.
 - PTZ camera cannot be activated during setup. Please check step 4 of PTZ Control Panel in page 53. Make sure Activate option is enabled.
 - If you are setting up multiple PTZ cameras, each camera should be activated individually.

Software

1. How to upgrade to the latest version of software?
 - Download the latest version software from GeoVision website.
<http://www.geovision.com.tw/002/en/download.asp>. Unzipped the file and run Setup.exe. If your GV-System software is not installed in C: drive, a message “Please input the right directory where already install previous version” will appeared. Browse to the path where GV-System was installed then click the Next button. Follow the installation wizard to complete the installation. The upgrade software requires V5.3.0.0 or above fully installed in your PC.

2. Recycle mode not working, and recording has stopped.
 - Exit the main system and run "RepairDatabaseUtility.exe" under system folder to fix this problem.
 - Check properties of the folder used for saving video files. Make sure Read Only option is disable.
3. Passwords is lost, can't access to my GV-System.
 - See page 41 for details.
4. A message "Directdraw overlay fail" appeared
 - Make sure your VGA card meets GV-System's minimum requirement, which is NVIDIA GeForce II MX 32MB.
 - The driver includes in your VGA card package may not be the latest and might not support Directdraw. Visit associate website and upgrade your VGA driver to the latest version.
 - Disable the Directdraw feature if you do not wish to upgrade VGA card or driver.
(See page 17)
5. Shifted horizontal lines appear in 640x480 video image.
 - Enable De-Interlace Render (See page 17). This feature requires VGA card with DirectX 9 support. Make sure to upgrade your VGA card driver and DirectX version.
6. Unable to record audio, even though all setup and configuration were done correctly.
 - Audio recording is not available in 640x480 and 640x480SW video resolution. Change video resolution to 640x240 or 320x240.
7. Can't invoke hotline alerts
 - GV-System only supports external modem using Zyxel, or Lucent chipset.
 - Make sure Modem Device and Com Port were set up properly. (See Modem Configure on page 28)
8. A "?" mark appears in ViewLog's event list window
 - These files may already been deleted in the previous Recycle run. Exit the main system and run "RepairDatabaseUtility.exe" under system folder to remove these files from the database.

9. Unable to playback audio in ViewLog

- The video you have selected may not have any audio recorded with it.
- The speaker icon in the lower right corner is not enabled. (See page 86)
- Audio can only be playback in 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 in the following link.
<http://geo-support.dipmap.com:100/remote/waveletcodec.zip>
- Version 6.0 GV-System will not be compatible with Remote View that is version 5.4.0.1 or earlier and vice versa. Check and make sure Remote View and GV-System software are both Version 6.0 or above.

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 Data = 5549 Audio = 5546
	TwinDVR: Http = 80 FTP = 21 Command = 4550 Data = 5550 Remote Control = 3389	Dispatch Server: Server = 21112
	IP Multicast: DMMCast = 3650	GeoCenter: Server = 20001
RemotePlayBack: RPBSvr = 5066		DMIP: FTP = 21
RemoteView: TCPSvr = 3550		
VSM Server = 5610	SMS Server = 6886	DDNS Server = 80 and 81

WebCam

1. A message "can't connect to server" appeared when connecting to GV-System.
 - Ports 4550 and 5550 were disabled in Firewall.
 - Ports 4550 and 5550 are occupied by another AP
 - NAT port mapping is incorrect
 - GV-System's dynamic IP address has been changed.
 - Ethernet adapter (ADSL modem must be using PPP/SLIP device)
 - Web server changes download timing. (Dynamic Lan IP = 1 min, Dynamic WAN IP = 5 min)
2. Unable to use the two-way audio function.
 - Check if port 6550 is available.
 - Check client PC's sound card driver.
 - Two-way audio function requires DirectX 8 or later, upgrade if necessary.
 - Two-way audio function requires Internet Explorer 6.0 or later, upgrade if necessary.
 - Check GV-System's audio signal by using the Camera / Audio Install function (See page 32).
3. Unable to run MPEG4 Encoder Viewer and WebCam RPB.
 - Your IE browser's security level setting may prevent WebCam components to be downloaded to your PC. Start IE browser and go to "Tools / Internet Options... / Security / Custom Level... In Active X controls and plug-ins option, select Enable or Prompt, and then click OK. Login 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.