



# Antivirus Software Interfering Camera Search

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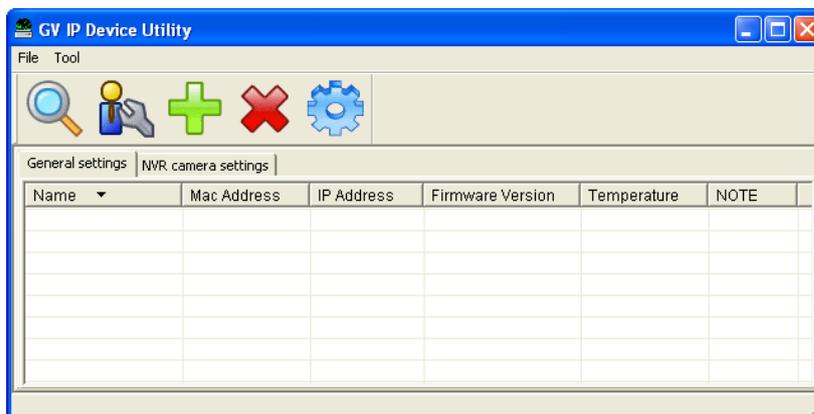
## Applied to

GV-IP Device Utility  
GV-System  
Multi View  
Control Center

## Symptom

When antivirus software is installed on the PC, there is a chance that some or all GV-IP devices may not be detected using GV-IP Device Utility, Scan Camera function in GV-System, Auto Search function in Multi View or the Search Host function in Control Center.

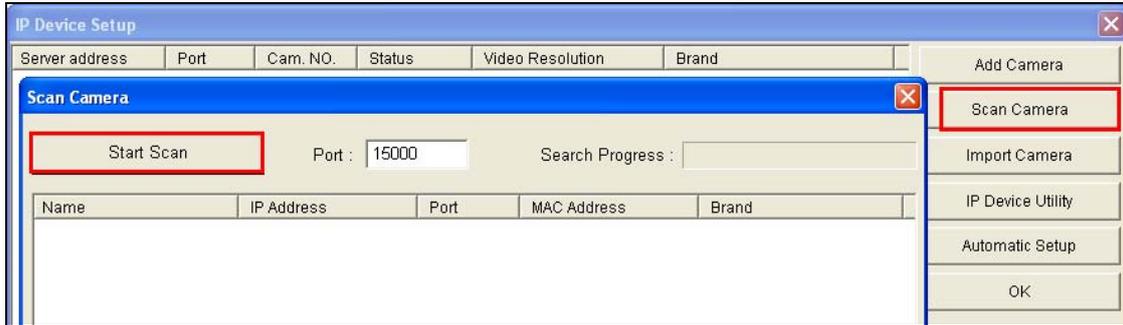
- When antivirus software and GV-IP Device Utility are applied together, the search results for GV-IP devices may be empty.



**GV-IP Device Utility**



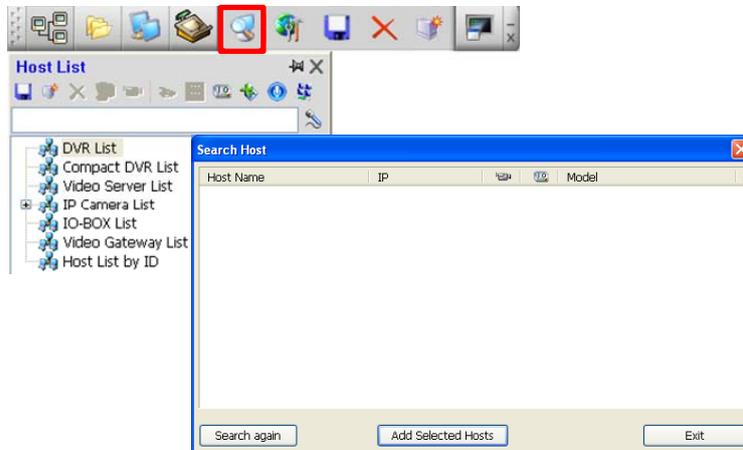
- When antivirus software and the camera search function in GV-System, Multi View or Control Center are applied together, only some GV-IP Devices may be detected.



**GV-System: Scan Camera**



**Multi View: Auto Search**



**Control Center: Search Host**

## Solution

To solve the issue, you need to temporarily uninstall the antivirus software.

1. Uninstall the antivirus software.
2. Open the camera search function in GV-IP Device Utility, GV-System, Multi View or Control Center to see the available GV-IP devices.
3. After adding the GV-IP devices, reinstall the antivirus software.