



## Compatibility Issue with GY-System on Windows 7, XP and Vista

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### Applied to

GV-System (GV-DVR/NVR) V8.7.0.0

### Symptom

If you run GV-System V8.7.0.0 on Windows 7 (without SP1) or earlier versions of Windows, you may not be able to open the program. A system running error message will be displayed when you try to use an incompatible Windows version.

### Solution

The GV-System V8.7.0.0 patch resolves the warning message about the compatibility issue mentioned above.

### How to Install the Patch File

Before installing the patch, close the GV-System (GV-DVR/NVR) including the remote services.

1. Download the patch file (997 KB) from the link below:

[http://pd.geovision.tw/ira/patch\\_file/DVRNVR/20161006/DVRNVR\\_V8700.e.zip](http://pd.geovision.tw/ira/patch_file/DVRNVR/20161006/DVRNVR_V8700.e.zip)

2. Execute the downloaded file GV-NVR\_V8.7.0.0.e.exe

3. Follow the on-screen prompt to update the files.

4. Restart the GV-System.