



The Inability of GV-Edge Recording Manager (Mac) to Play Back Recordings on GV-VMS

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Applied to

GV-Edge Recording Manager (Mac Version) V1.0.0.0

GV-VMS Version 15.11.0.0 and 15.11.1.0

Symptom

When GV-Edge Recording Manager (Mac Version) V1.0.0.0 accesses the recordings of GV-VMS, even though the event list is available, users cannot play back the recordings.

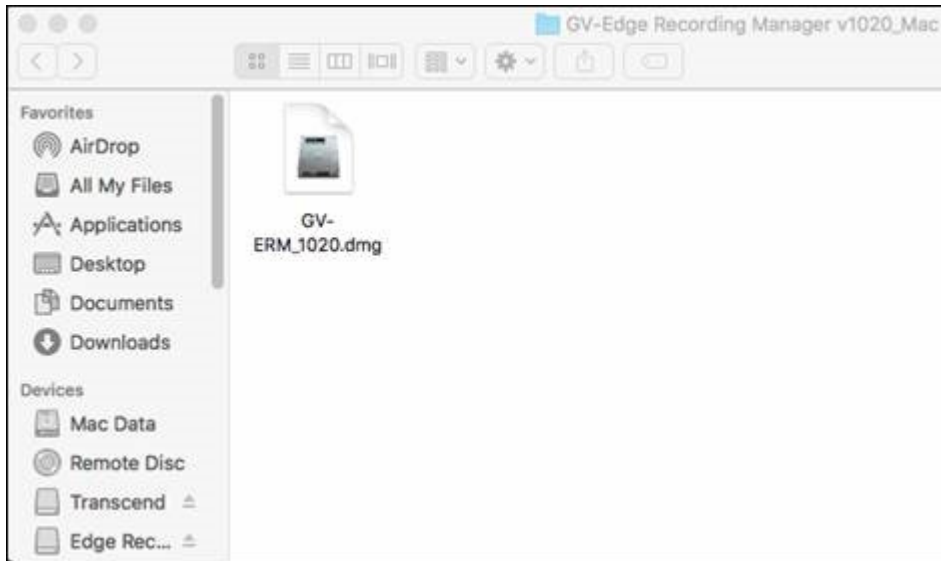
Solution

Upgrade your GV-Edge Recording Manager (Mac Version) to V1.0.2.0 by following the steps below:

1. Download the patch files of GV-Edge Recording Manager (Mac Version) at http://pd.geovision.tw/jameshsiao/Patch/GV-EdgeRecordingManager_MAC/GVEdgeRecordingManagerv1020_mac.zip



2. Open the Downloads folder and double-click the .dmg file. A window pops up.



3. Move Edge Recording Manager into the Applications folder or to the folder that contains GV-Edge Recording Manager (Mac Version) V1.0.0.0.



4. Click **Replace** to replace the older version

