



Solution to GV-DVR / VMS LPR's Inability to Identify GV-LPR Capture Dongle

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Applied to

GV-LPR Capture Dongle

Symptom

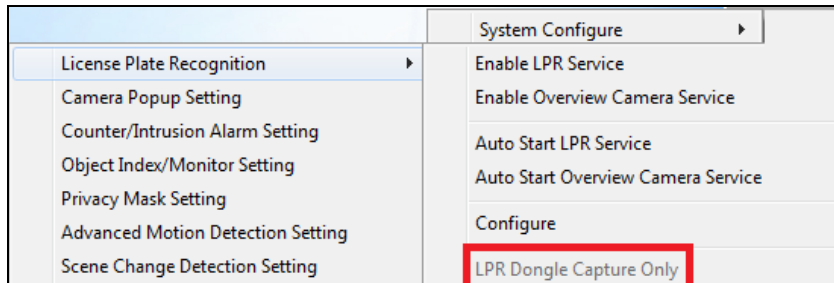
In some cases, GV-DVR LPR and GV-VMS LPR cannot recognize GV-LPR Capture Dongle after it is used over a period of time. Under such circumstances, GV-ASManager cannot identify license plates.

		<p>Plate Not Recognized</p> <p>*****</p> <p>*****</p> <p>Avonmore Entry 24/01/2017 16:08:44 IDS-180426312</p>
		<p>Plate Not Recognized</p> <p>*****</p> <p>*****</p> <p>Avonmore Exit 24/01/2017 16:09:03 IDS-180426312</p>
		<p>Plate Not Recognized</p> <p>*****</p> <p>*****</p> <p>Mornington Exit 24/01/2017 16:14:24 IDS-180426312</p>
		<p>Plate Not Recognized</p> <p>*****</p> <p>*****</p> <p>Avonmore Entry 24/01/2017 16:29:03 IDS-180426312</p>



1. In GV-DVR / VMS

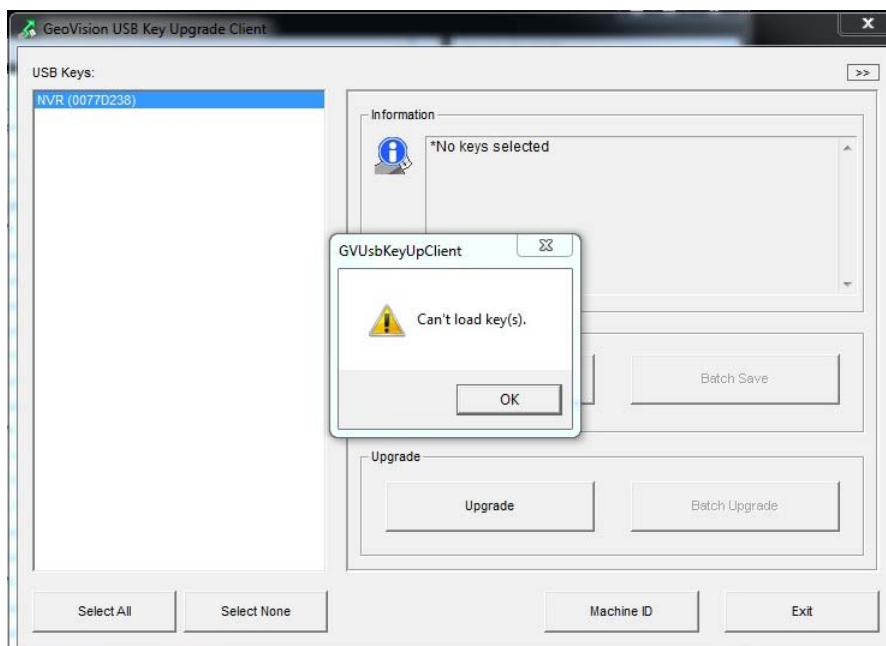
If your GV-LPR Capture Dongle is not properly identified, you will see **LPR Dongle Capture Only** as displayed below.



To access the information, select **Configure, Video Analysis, and License Plate Recognition** in GV-DVR or **Toolbar, Tools, and License Plate Recognition** in GV-VMS.

2. Using GeoVision USB Key Upgrade Client

Run **GVUsbKeyUpClient.exe** in your GV-DVR / VMS folder and select the USB key you are checking. The pop-up message **Can't load key(s)** signifies the abnormality of your dongle.

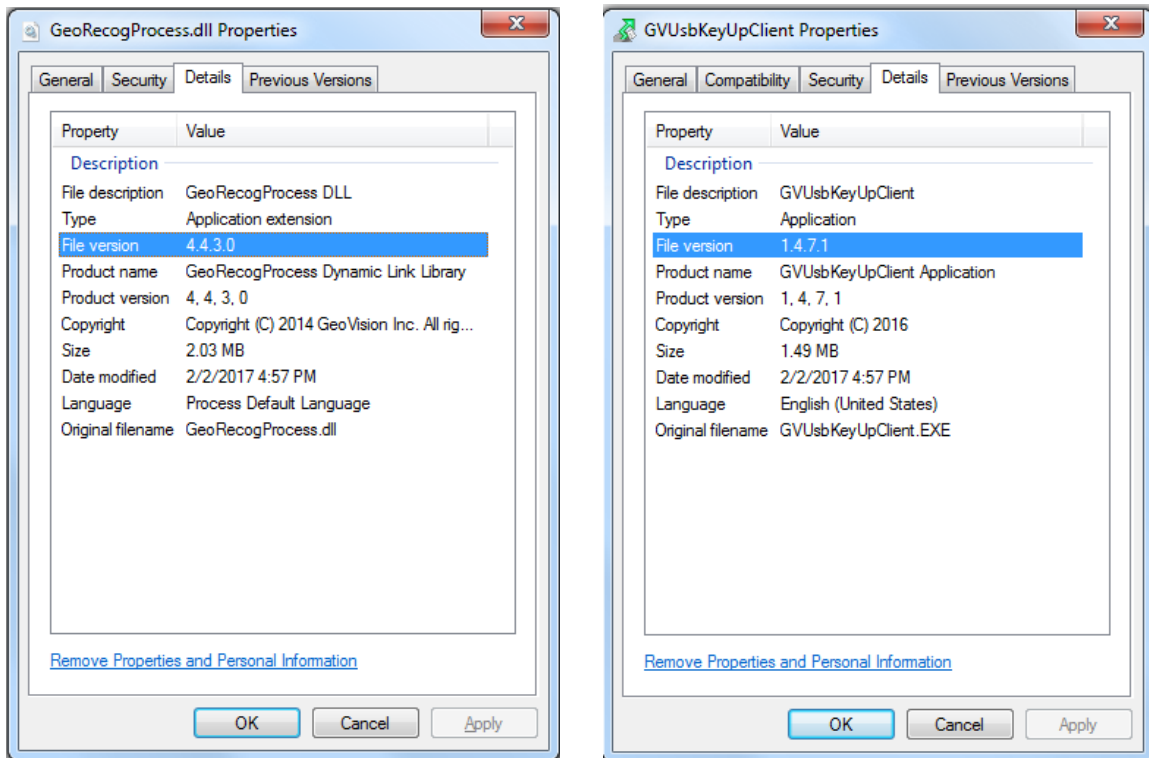


Download Link

Download the zip file http://pd.geovision.tw/support/AccessControl/NewLPR_GVUsbKeyUpClient.zip and decompress it to obtain four files. Among them, **GVUsbKeyUpClient.exe** (V1.4.7.1) and **GeoRecogProcess.dll** (V4.4.3.0) will be used in the later two sections.



Note: To get the version number of **GVUsbKeyUpClient.exe** (V1.4.7.1) and **GeoRecogProcess.dll** (V4.4.3.0), right-click the file, select **Properties** and select **Details**.



Diagnosis

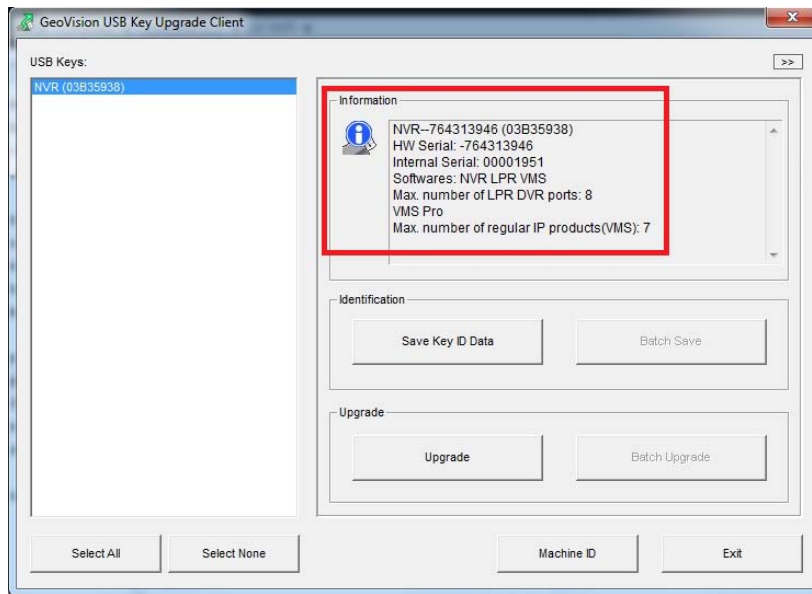
With **GVUsbKeyUpClient.exe** (V1.4.7.1), users can diagnose the issue of GV-LPR Capture Dongle by following the steps below.

1. Run the new **GVUsbKeyUpClient.exe** (V1.4.7.1) and select the USB key.
 - If the message **Can't load key(s)** remains, please contact your sales representative for RMA process.





- If the property of the USB key is shown, it indicates that you can proceed with the following solution to fix the problem.



2. Close **GeoVision USB Key Upgrade Client**.
3. Close **Control Center Service** by selecting **Network, Control Center Server, and Control Center Service** in GV-DVR or **Toolbar, Network, Control Center Server, and Control Center Service** in GV-VMS.
4. Close GV-DVR / VMS.

Solution

Follow the steps below and use **GeoRecogProcess.dll** (V4.4.3.0) to solve the issue.

1. Drag the new **GeoRecogProcess.dll** (V4.4.3.0) in GV-DVR / VMS folder and replace the old file.
2. Run GV-DVR / VMS.
3. The number of ports in the GV-LPR Capture Dongle can be identified, as illustrated below.

