



## Frame Rate Setting Issues with GV-VMS

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### Applied to

GV-VMS V16.11

### Symptom

When the watchdog program starts, the GV-VMS system may fail to keep the recording settings as Urgent Event and restore to the default General Event. Since by default the General Event is recorded with the key frame only, the recordings can appear intermittently.

The screenshot shows a configuration window titled "Recording frame rate control". It is divided into two sections: "Urgent Event" and "General Event".

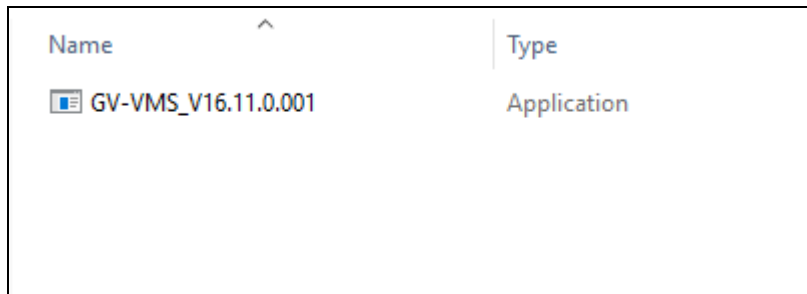
- Urgent Event:** Contains two radio button options: "Maximum record frame rate." (which is selected) and "Record key frame only." Below these options is a greyed-out dropdown menu.
- General Event:** Contains two radio button options: "Maximum record frame rate." and "Record key frame only." (which is selected and highlighted with a red rectangular box). Below these options is a greyed-out dropdown menu.



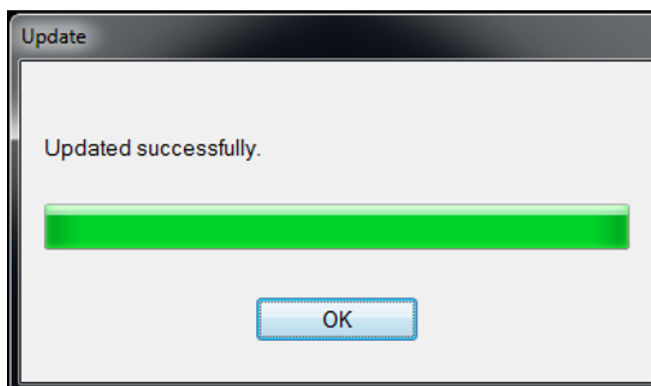
## Solution

To resolve the above-mentioned symptom, install the patch file listed below.

1. Close GV-VMS.
2. Download the patch file from the link below:  
[http://54.200.75.24/english/EncodeUrl.aspx?source=http://d3i1pmbs94lc9y.cloudfront.net/Software/Patch/VMS/2017/GV-VMS\\_V16.11.0.001.zip](http://54.200.75.24/english/EncodeUrl.aspx?source=http://d3i1pmbs94lc9y.cloudfront.net/Software/Patch/VMS/2017/GV-VMS_V16.11.0.001.zip)
3. Unzip the downloaded file.
4. Double-click the GV-VMS\_V16.11.0.001 program.



5. If the patch file is successfully installed, “**Updated successfully**” will appear.



6. Restart GV-VMS.