

[FAQ]

What is “DMIPC error” in the System Log?

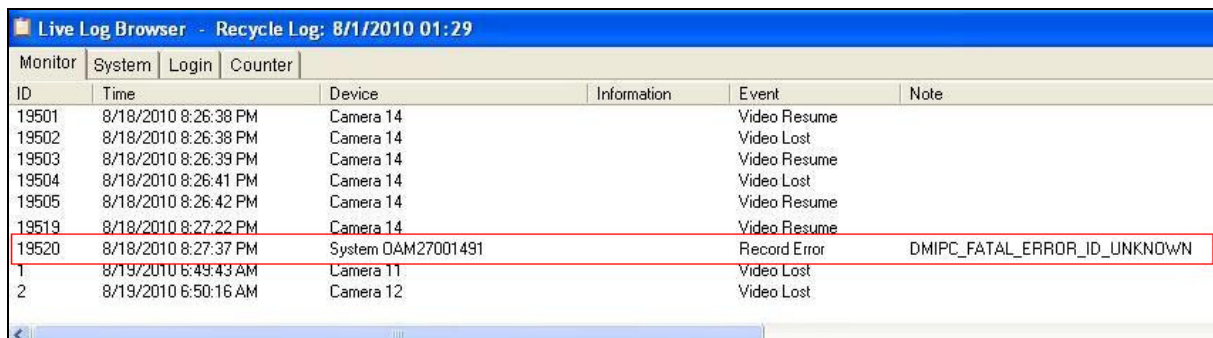
Release Date: 10/5/2010

Applied to

GV-System of all versions

Question

What should I do if I get a DMIPC error in the System Log?



Monitor	System	Login	Counter	Device	Information	Event	Note
19501	8/18/2010 8:26:38 PM			Camera 14		Video Resume	
19502	8/18/2010 8:26:38 PM			Camera 14		Video Lost	
19503	8/18/2010 8:26:39 PM			Camera 14		Video Resume	
19504	8/18/2010 8:26:41 PM			Camera 14		Video Lost	
19505	8/18/2010 8:26:42 PM			Camera 14		Video Resume	
19519	8/18/2010 8:27:22 PM			Camera 14		Video Resume	
19520	8/18/2010 8:27:37 PM			System OAM27001491		Record Error	DMIPC_FATAL_ERROR_ID_UNKNOWN
1	8/19/2010 6:49:43 AM			Camera 11		Video Lost	
2	8/19/2010 6:50:16 AM			Camera 12		Video Lost	

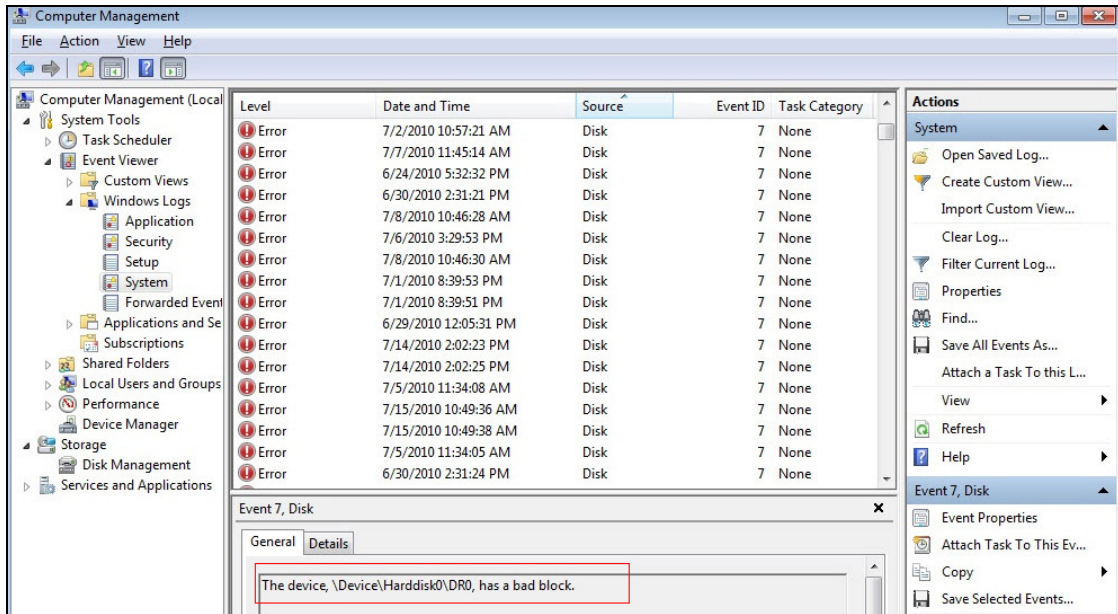
Answer

The DMIPC error message indicates the video files are unable to be recorded to the hard drive. This is normally caused by the hard drive problem.

How to do

You can check the hard drive status to see if there has a bad block on your hard drive. Or run a full scan of your hard drive to see if the hard drive is damaged. If your hard drive has a bad block or is damaged, you will need to replace a new hard drive.

- **To check the hard drive status:** Right-click **My Computer**, select **Manage**, click **Event Viewer** and select **System**. The dialog box below shows the hard drive has a bad block.



- **To run a full scan of your hard drive:** You can use the HD Tune, which is a third-party HD check utility, to scan the hard drive. To download the HD Tune, go to [HD Tune's Website](#).

