



Unable to Access Image of Cameras Connected through RTSP on GV-DVR / NVR

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Applied to

GV-DVR / NVR V.8.7.4.0

Symptom

When IP devices are connected to GV-DVR / NVR through RTSP protocol, a black screen image occurs and the resolution and codec data are missing in the Camera List.

Server address	Port	Cam. NO.	Status	Video Resolution	Brand
192.168.95.53	80	Camera5	Connected		Protocol(RTSP)
192.168.95.51	554	Camera1	Connected		Protocol(RTSP)

Figure 1: Though the camera status is connected, the video resolution and codec data are missing from the Camera List.

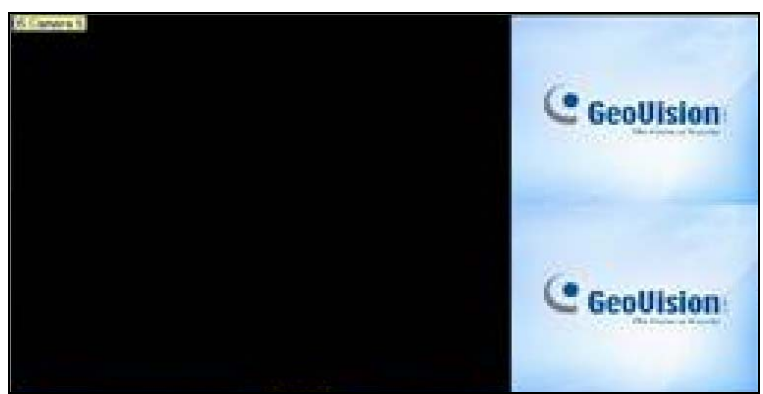


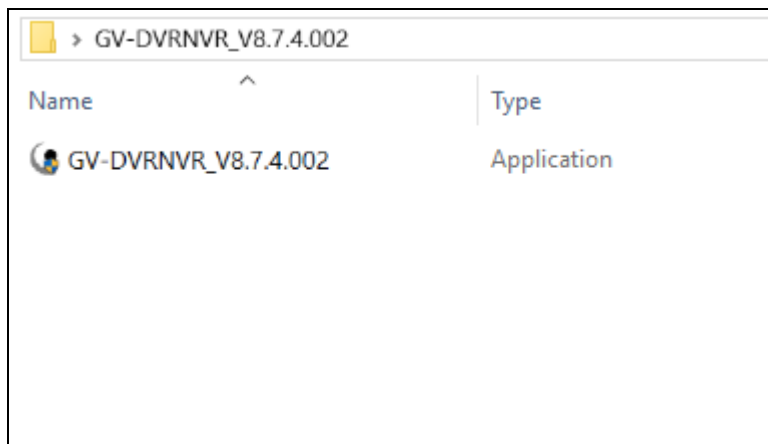
Figure 2: The image of cameras connected to GV-DVR / NVR through RTSP protocol is displayed as black screen.



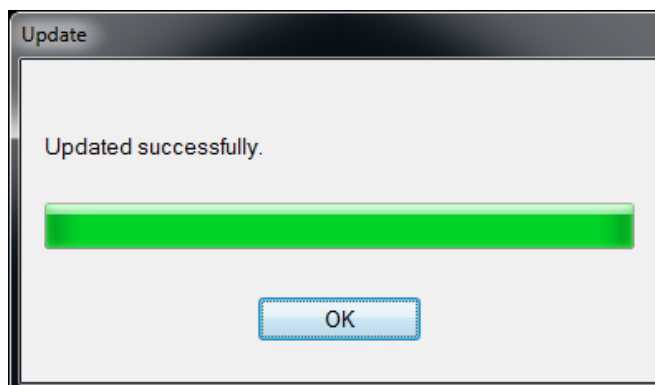
Solution

To resolve the above-mentioned symptom, follow the steps below to install the patch file.

1. Disable remote service on GV-DVR / NVR.
2. Close GV-DVR / NVR.
3. Download the patch file from the link below:
4. http://54.200.75.24/english/EncodeUrl.aspx?source=http://d3i1pmbs94lc9y.cloudfront.net/Software/Patch/DVRNVR/2017/GV-DVRNVR_V8.7.4.002.zip
5. Unzip the downloaded file.
6. Double-click the **GV-DVRNVR_V8.7.4.002** program.



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



8. Restart GV-DVR / NVR.