



Occasional Green Screen or Image Freeze On the Live View of GV-DVR / NVR

Article ID: GV1-17-12-05-Ch

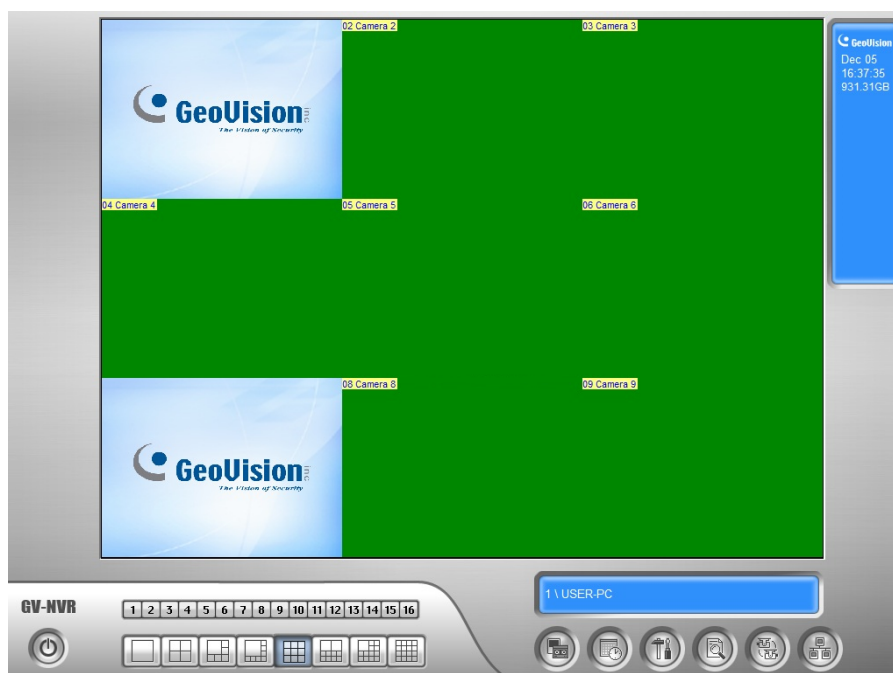
Release Date: 12/05/2017

Applied to

GV-DVR / NVR

Symptom

A rare green screen is displayed in place of the connected cameras' images or an image freeze may occur on the live view of GV-DVR / NVR.





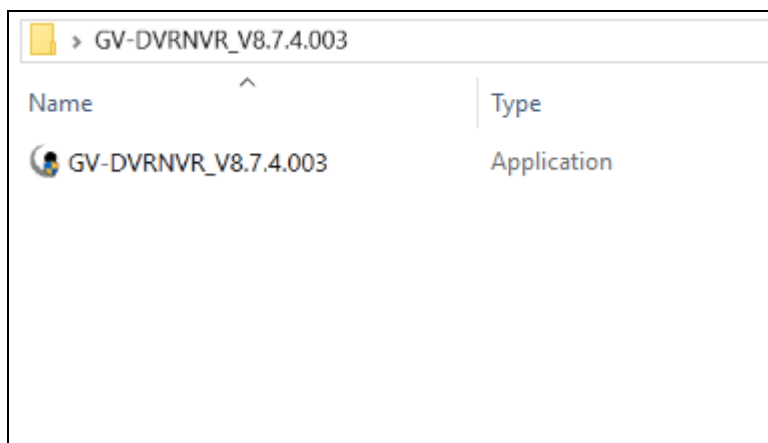
Solution

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

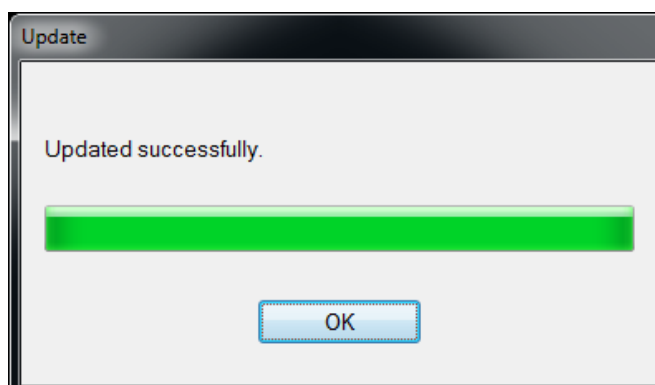
1. Make sure the version of your GV-DVR / NVR is V.8.7.4.0. If not, upgrade your software version to V.8.7.4.0.
2. Disable remote service on GV-DVR / NVR.
3. Close GV-DVR / NVR.
4. Download the patch file from the link below:

http://54.200.75.24/english/EncodeUrl.aspx?source=http://d3i1pmbs94lc9y.cloudfront.net/Software/Patch/DVRNVR/2017/GV-DVRNVR_V8.7.4.003.zip

5. Unzip the downloaded file.
6. Double-click the **GV-DVRNVR_V8.7.4.003** program.



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



8. Restart GV-DVR / NVR.