



Failure to Run GV-USB Dongle on Windows 8 or Above

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Applied to

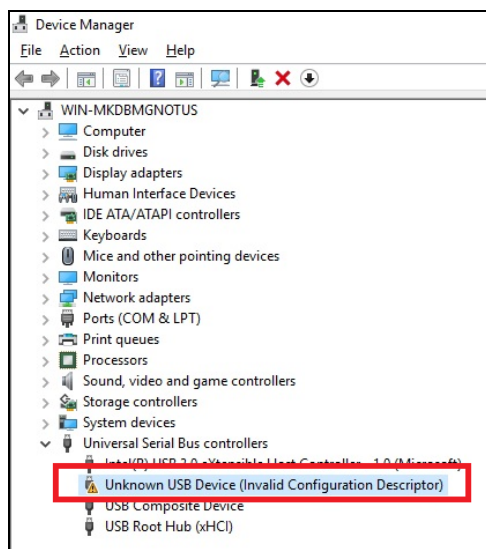
All software requiring GV-USB Dongle used on the following OS:

- Windows 8
- Windows 8.1
- Windows 10
- Windows Server 2012
- Windows Server 2016

Symptom

GV-USB Dongle may be inaccessible or its driver fails to run when inserted to PCs using Windows 8 or above. The same problem may occur due to an upgrade of the PCs' OS.

The USB Dongle on Windows 8 or above, or after an OS upgrade fails to be recognized.





Solution

The above-mentioned symptom may be due to a compatibility issue. To resolve this, follow the steps below.

1. Contact our support team (support@geovision.com.tw) and provide us with the serial number of your GV-USB Dongle along with the OS of the PC used. Our support team will determine if the purchase of a dongle upgrade is required.

Note: You can find the serial number of a GV-USB Dongle on the side of the dongle.



2. Once the requirement of a dongle upgrade is confirmed, contact sales representatives or your dealer to purchase an USB Dongle upgrade.