
[FAQ]

GV-Eye playback is giving “No Recorded File” message?

Release Date: 1/5/2015

Applied to

GV-NVR V8600
GV-VMS V14.10

Question

I am not able to playback file on GV-Eye when connected to NVR/VMS server where “No Recorded File” message shows up?

Answer

The message will show up when connected to NVR/VMS if :

- There is no video recording on the server
- Viewlog server port (default 5552) is blocked.

For any question on the information provided, please feel free to submit your question to our support window at support@geovision.com.tw