



# Unable to Switch to Main Stream of IP Devices Connected to GV-VMS V17.2 and V17.2.1 on GV-Eye V2.7.1

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## Applied to

GV-Eye V2.7.1

GV-VMS V17.2 / V17.2.1

## Symptom

Image error occurs when trying to switch to the main stream of IP device(s) connected to GV-VMS V17.2 / V17.2.1 on GV-Eye V2.7.1.

## Solution

The abovementioned problem may be due to a streaming error when IP device(s) are connected to GV-VMS V17.2 / V17.2.1 by single-stream connection, as opposed to dual-stream, which will be fully resolved by GV-VMS V17.3.






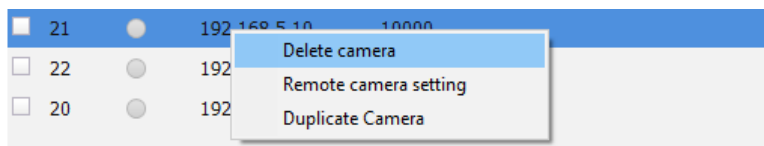
## Workaround

Prior to upgrading to GV-VMS V17.3, users can also avoid such issue by reconnecting the IP device(s) by dual-stream connection.

### Note:

1. Make sure you have stopped monitoring of the IP devices to be reconnected.
2. This workaround is not applicable to IP devices that only have one stream.

1. On GV-VMS V17.2 / V17.2.1, click **Home**  > **Toolbar**  > **Configure**  > **Camera Install**. The **IP Device Setup** page appears.
2. Deselect the desired IP device to terminate its connection to GV-VMS. Then right-click on the IP device and select **Delete Camera**.



3. Once deleted, click **Add Camera**, type the **IP Address**, **Port**, **Username** and **Password** of the IP device, and select its corresponding model under **Device** to reconnect it to GV-VMS.
4. When reconnecting, select **Dual Streams** and click **Apply**.

GeoVision\_IP\_Device

Query

Dual Streams Query Cancel Status :

Camera list

Select

Port

Port

Stream Type

Single Stream  **Dual Streams**

Codec Type

Preview :Stream2 Record :Stream1

Resolution

Preview :  Record :

Apply

The IP device is now reconnected by dual-stream connection.