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Patch Files

IMPORTANT: All software Patch Files are released and compiled in a sequential order. It is **REQUIRED** to follow the order of this sequence to install the Patch Files. Violating the sequence, for example, installing the Patch .10 first before Patch .1 is installed, may cause errors.

GV-VMS V18.2.1

Version History

Fixed

- Malfunction of built-in motion detection of GV-QSD5730 and GV-QSD5731-IR ([Patch V18.2.1.1](#))
- Connection issue with Avigilon 9C-H4A-3MH-270, with bitrate transferred displayed as 0 ([Patch V18.2.1.1](#))
- Inability to add the 3rd-party camera iCAM 84S5SA-IR ([Patch V18.2.1.1](#))
- Issue of live view error ([Patch V18.2.1.1](#))
- Chances of failure to start scheduled monitoring or remote services ([Patch V18.2.1.2](#))
- Failure of recording to a network drive when Active Directory is in use ([Patch V18.2.1.4](#))
- Failure to enable fisheye dewarping on the backup recordings using the EZ ViewLog player ([Patch V18.2.1.4](#))
- Chances of system error when using POS Search or System Log (POS Table) to search for POS events ([Patch V18.2.1.6](#))
- Issue of displaying abnormal disks in the wrong sequence under the Storage Space status on the main screen ([Patch V18.2.1.6](#))

Note the Patch Files prefixed V18.2.1 is intended only for GV-VMS V18.2.1 and cannot be used to update other versions of GV-VMS.



GV-DVR / NVR V8.9.1

Version History

New

- The option to enable/disable network congestion messages added on the IP Device Setup window (IP Device Setup > Settings > General Setting) ([Patch V8.9.1.3](#))

Fixed

- Inability to syn the video attributes (brightness / contrast / saturation) from 3rd-party cameras through ONVIF ([Patch V8.9.1.3](#))
- Chances of GV-NVR not responding or inability to display Stream 1 when remotely accessed ([Patch V8.9.1.3](#))
- Inability to remove privacy mask, even when the user accounts have permission for the removable mask, while GV-Authentication Server is connected ([Patch V8.9.1.3](#))
- Connection issue with Avigilon_9C-H4A-3MH-270, with bitrate transferred displayed as 0 ([Patch V8.9.1.3](#))
- Incorrect input triggers with logs recorded when the outputs of Hikivision cameras are activated ([Patch V8.9.1.3](#))
- Inability to add the 3rd-party camera iCAM 84S5SA-IR ([Patch V8.9.1.3](#))
- Issue of live view error ([Patch V8.9.1.3](#))
- Issue of GV-Desktop error ([Patch V8.9.1.15](#))
- System error after failing to receive video attributes from the third-party camera FLIR_PE133E ([Patch V8.9.1.16](#))
- Inability to use the Preset functions of connected Milesight ISIS-MSD5000-30 / MS-C5342-HPB ([Patch V8.9.1.16](#))
- Account and password error when connecting to the 3rd-party devices through ONVIF even though the credentials used are correct ([Patch V8.9.1.16](#))
- Issue with connected GV-SD200 with Preset names misplaced and the Preset function not able to be set ([Patch V8.9.1.16](#))
- Inability to use the Zoom functions of connected ACTi A418 IP cameras ([Patch V8.9.1.16](#))
- System error after connecting to the third-party camera SONY SNC-RZ50P and then restarting the system ([Patch V8.9.1.17](#))



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- Failure to adjust the video attributes (brightness / contrast / saturation) of the connected 3rd-party cameras ([Patch V8.9.1.17](#))
 - Inability to switching to the main stream view through remote services, e.g. GV-Control Center and GV-Edge Recording Manager ([Patch V8.9.1.17](#))
 - Slow loading of the Camera Configure dialog box when being opened ([Patch V8.9.1.17](#))
 - Chances of failure to record the I/O trigger events to the database while playing back videos ([Patch V8.9.1.17](#))
 - Failure of function keys (F1 ~ F6) of GV-Joystick connected ([Patch V8.9.1.18](#))
 - Issue of GV-Failover Server not stopping the recording when GV-DVR / N VR functions well ([Patch V8.9.1.19](#))
 - Failure of the Auto Start Service function to connect to GV-Failover Server upon Windows startup, if the Start Service is not enabled beforehand in the Failover Plugin service ([Patch V8.9.1.19](#))
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Note the Patch File prefixed V8.9.1 is intended only for GV-DVR / NVR V8.9.1 and cannot be used to update other versions of GV-DVR / NVR.

GV-Center V2 V18.3.0

Version History

Fixed

- Failure of taking snapshots with the Camera/Audio Control window in which a gray window appears on the screen after pressing the snapshot button ([Patch V18.3.0.1](#))
 - Issue of still receiving the events of video resumed during the Minimum Duration period, of which video lost and video resumed events should be excluded ([Patch V18.3.0.2](#))
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Note the Patch File prefixed V18.3.0 is intended only for GV-Center V2 V18.3.0 and cannot be used to update other versions of GV-Center V2.



GV-AI FR V1.2.0.1

Version History

Fixed

- Failure to display the file names of exported logs in Japanese ([Patch V1.2.0.1](#))

Note the Patch File prefixed V1.2.0 is intended only for GV-AI FR V1.2.0 and cannot be used to update other versions of GV-AI FR.

GV-AI Server V1.0.0

Version History

New

- Support for Intel 11th gen processors ([Patch V1.0.0.1](#))

Note the Patch Files prefixed V1.0.0 is intended only for GV-AI Server V1.0.0 and cannot be used to update other versions of GV-AI Server.

GV-AI Guard V1.0.0

Version History

Fixed:

- Failure to send email notifications with the specified subject ([Patch V1.0.0.1](#))
- Issue of moving objects outside of detection regions being detected and recorded as PVD events ([Patch V1.0.0.4](#))
- Issue of too large bounding boxes compared to detected objects ([Patch V1.0.0.4](#))
- Issue of bounding boxes falling behind detected objects ([Patch V1.0.0.4](#))



Modified

- The detection sensitivity option added to People Motion Detection settings, to reduce the alerts of static vehicles and people being detected and identified as PVD events ([Patch V1.0.0.2](#))
- The “People or Vehicles” option added as event type to Intrusion and Violation Stay settings ([Patch V1.0.0.4](#))
- The detection sensitivity option added to Intrusion or Violation Stay settings, to reduce the alerts of static vehicles and people being detected and identified as PVD events ([Patch V1.0.0.4](#))
- Some wordings displayed on the UI corrected ([Patch V1.0.0.4](#))

Note the Patch File prefixed V1.0.0 is intended only for GV-AI Guard V1.0.0 and cannot be used to update other versions of GV-AI Guard.

GV-Edge Recording Manager (Win) V2.0.0

Version History

Fixed

- Failure to play back CH 65 ~ 128 of the connected GV-Recording Server ([Patch V2.0.0.9](#))
- Intermittent live audio or static noise received from GV-NVR ([Patch V2.0.0.9](#))
- Failure to save the groups created under the Host List after system restart ([Patch V2.0.0.9](#))
- Chances of system error when saving fisheye dewarped images in single PTZ view using Save As AVI ([Patch V2.0.0.9](#))
- Issue of not saving the adjustments of viewing angles of fisheye dewarping views after system restart ([Patch V2.0.0.9](#))
- Live images of connected GV-SNVR reversed ([Patch V2.0.0.9](#))
- Issue of no audio from the recordings backed up from GV-Edge Recording Manager and played with EZ ViewLog ([Patch V2.0.0.9](#))
- Issue of playback going back to an earlier time than the specified playback time on the timeline after switching channels and/or zooming images in the screen division of multiple channels ([Patch V2.0.0.9](#))



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- Failure to switch to the main stream of cameras which are connected to GV-Edge Recording Manager directly and in the screen division of 1, 4, 8 or 10 channels ([Patch V2.0.0.9](#))
 - System error when dragging the host, with longer password, to the playback window ([Patch V2.0.0.9](#))
 - Chances of channels missing from the layout after a layout switch and included with fisheye-dewarping channels ([Patch V2.0.0.10](#))
 - Live view error when Quad Left-Bottom view or Quad Right-Bottom view of a fisheye dewarping camera is switched to a single live view ([Patch V2.0.0.10](#))
 - Failure to update the Host List accordingly when the number of camera channels has changed on the connected GV-VMS ([Patch V2.0.0.10](#))
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Note the Patch File prefixed V2.0.0 is intended only for GV-Edge Recording Manager V2.0.0 and cannot be used to update other versions of GV-Edge Recording Manager.

GV-Remote ViewLog V2 V17.4.2

Version History

Fixed

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- Failure to merge videos saved in MPEG4 codec using the Save as AVI function ([Patch V17.4.2.1](#))
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Note the Patch Files prefixed V17.4.2 are intended only for GV-Remote ViewLog V2 and cannot be used to update other versions of GV-Remote ViewLog.



GV-Control Center

V3.8.0

Version History

Fixed

- Inability to perform Audio Broadcast onto the following GV-IP camera models: GV-ABL series / ADR series / AVD series / EBD series / TBL series / TDR series / TVD series ([Patch V3.8.0.1](#))
- Failure of POS text overlay when switching to a 1-CH division with main stream on the Matrix View ([Patch V3.8.0.2](#))
- CPU overloading when enabling fisheye dewarping on the Matrix View in multi-channel divisions ([Patch V3.8.0.2](#))
- Failure of the snapshot function on the Instant Player (Single Player) ([Patch V3.8.0.3](#))
- Failure of fisheye dewarping on the Remote ViewLog ([Patch V3.8.0.3](#))
- Chances of no alert sound when events are triggered on the Remote E-Map ([Patch V3.8.0.6](#))
- Inability for the Remote ViewLog, when enabled by the Video/Audio Log option on the Matrix View, to correctly display the selected channel ([Patch V3.8.0.6](#))
- Problem with the functions not working for GV-ASManager connected through Remote E-Map: ([Patch V3.8.0.6](#))
 - ⊙ Failure to unlock the door when selecting the Unlock option
 - ⊙ Failure to display the camera view by selecting the camera, or upon door events with the “AS Event popup camera” function enabled
- Issue of displaying the POS data of the connected hosts on the live view of GV-Control Center even though the Live Text Overlay option is disabled ([Patch V3.8.0.7](#))
- Failure to save video recordings in MPEG4 codec using the Save as AVI function through the Remote ViewLog ([Patch V3.8.0.8](#))
- Issue of bigger text overlay on the videos, created by the Save as AVI function of the Remote ViewLog, in split exported files ([Patch V3.8.0.9](#))



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- Unclear audio received using the Wave Out function when the audio format is set to 16 KHz, 16 bit on the connected GV-VMS V18.2.1 / V17.4.3 ([Patch V3.8.0.12](#))
 - Image error occurred if using the “Enter” key to play or pause the playback in the Remote ViewLog ([Patch V3.8.0.13](#))
 - Inability to remember the camera arrangements on the layout of the Remote ViewLog ([Patch V3.8.0.13](#))
 - Inability to display the Host’s name on the Remote ViewLog ([Patch V3.8.0.13](#))
 - Failure to play back audio of the backup files using the EZViewLog ([Patch V3.8.0.13](#))

Modified

- Date format of text overlay on the videos, created by the Save as AVI function of the Remote ViewLog, to follow that of Windows operating system ([Patch V3.8.0.9](#))

Note the Patch Files prefixed V3.8.0 is intended only for GV-Control Center V3.8.0 and cannot be used to update other versions of GV-Control Center.