

A List of Error Messages, Problems and Solutions

Application	Error Message	Problem	Procedure
CenterV2	Failed to enable directdraw stretch function.	The VGA card does not support DirectDraw.	1. For Windows Server 2003, adjust Hardware Acceleration. 2. Upgrade to DriectX 9.0c
CenterV2	Failed to start the service, please check the network settings.	The port(s) is in use by another application.	Change the port number to the range of 1024 thru 65535.
CenterV2	Port: 5547 is used by VSM	The port is in use by VSM.	Change the port number to the range of 1024 thru 65535.
CenterV2	Failed to establish the connection of DVR name. Please check its network settings. (IP: 127.0.0.1)	The ports 5545, 5546, 5548 and 5549 are closed in the client DVR.	Open the ports 5545, 5546, 5548 and 5549 in the firewall.
CenterV2	To run CenterV2 your screen resolution must be greater than 1024 x 768.	The screen resolution is lower than 1024 x 768.	Set the resolution higher than 1024 x 768.
CenterV2	Address can't be duplicated	The COM port is in use by another application.	Change to another COM port.
CenterV2	Port can't be duplicated	The port is in use.	Change the port number to the range of 1024 thru 65535.
CenterV2	Can't Find KeyPro! The device driver may be lost or it has not been installed! Restart Windows and try again?	No dongle has been detected.	1. Ensure the USB Dongle is attached to PC properly. 2. Ensure the USB device functions well.
CenterV2	Warning! Can't Find KeyPro! Plug in the KeyPro immediately	The USB dongle is removed while the program is running	The program only runs when a dongle is inserted, or it will automatically close itself in 5 minutes.
CenterV2	The storage for Event Log is low, Event Log will not take any new entries	The storage space of Event Log gets low.	Change to a new path with at least 500 MB available space.
CenterV2	Don't have enough space	The recording space gets low.	Change to a new path with at least 800 MB available space.
CenterV2	Get the host information fail	Ethernet / Network failure	Reconnect to Center V2.
CenterV2	Failed to get I/O status	Ethernet / Network failure	Reconnect to Center V2.
CenterV2	Can't find the attachment file	The file is recycled.	1. Increase the HDD capacity. 2. Disable the Recycle function.
SMS	Current Login ID is disabled in the SMS Server	The account is disabled in the SMS Server.	Contact the staff of SMS Server to enable the account.
SMS	Deny by SMS Server using the same Login ID at the time	The account is in use	1. Contact the staff of SMS Server for the problem. 2. Apply for a new account.
VSM	Port: 5547 is used by CenterV2	The port is in use by Center V2.	Change the port number to the range of 1024 thru 65535.
VSM	Address can't be duplicated	The COM port is in use by another application.	Change to another COM port.
VSM	Port can't be duplicated	The port is in use.	Change the port number to the range of 1024 thru 65535
VSM	Can't Find KeyPro! The device driver may be lost or it has not been installed! Restart Windows and try again?	No dongle has been detected.	1. Ensure the USB Dongle is attached to PC properly. 2. Ensure the USB device functions well.
VSM	Warning! Can't Find KeyPro! Plug in the KeyPro immediately	The dongle is removed while the VSM is still running.	The VSM only runs when a dongle is inserted, or it will automatically close itself in 5 minutes.
Control Center	Update Failed	The Control Center Server is not activated.	Start the Control Center Server in the client DVR.
Control Center	Can't Find KeyPro! The device driver may be lost or it has not been installed! Restart Windows and try again?	No dongle has been detected.	1. Ensure the USB Dongle is attached to PC properly. 2. The USB device functions well.
Control Center	Warning! Can't Find KeyPro! Plug in the KeyPro immediately	The dongle is removed while the Control Center is still running.	The Control Center System only runs when a dongle is inserted, or it will automatically close itself in 5 minutes.
Matrix	Failed to enable directdraw stretch function.	The VGA card does not support DirectDraw.	1. For Windows Server 2003, adjust Hardware Acceleration. 2. Upgrade to DriectX 9.0c
Webcam (Live View)	Password error...can't login	The entered ID and password are incorrect.	Enter the correct ID and password.
Webcam (Live View)	can't connect to server	The TCP port setup is incorrect.	Check the setup of router port mapping and the firewall.
Webcam (Live View)	No privilege	1. The authorized privileges are changed during the connection. 2. The "Remote View" is not enabled in Schedule Setup.	1. Enter the ID that has the authorized privileges. 2. Ensure to enable the "Remote View" option in Schedule Setup.
Webcam (Live View)	Connection Time out	A Guest is automatically logged out when the designated time is up.	Re-log in the WebCam or enter the Non-Guest ID.
Webcam (Live View)	Server close	The WebCam Server shuts down during the connection.	Start the WebCam Server again.
Webcam (Live View)	Too many users	The number of users who can connect to the WebCam Server at one time exceed the limit.	Check the limit of the number of users who can connect to the WebCam Server at the DVR.
Webcam (MultiView)	I/O device not supported	No I/O device is added.	Check the I/O Setup at the DVR.
Webcam (MultiView)	PTZ camera not supported	No PTZ device is added.	Check the PTZ setup, Camera Mapping and if the logged-in user is authorized at the DVR.
Webcam (Playback)	Can't find audio data	Audio files cannot be located for playback.	Check if the DVR has audio files at that period of time.

Webcam (Server)	Port 3550 used by TCP Server	The port is in use by another server.	Change to another port.
Webcam (EMap)	Can not login... password error or server closed	1. The entered ID and password are incorrect 2. The WebCam Server shuts down.	1. Enter the correct ID and password. 2. Ensure the WebCam Server is activated.
Webcam (EMap)	File not found	The files cannot be located for playback.	Check if the DVR has recorded files during that period of time.