

[FAQ]

Why can't I access myGVcloud Portal and the live view on camera Web interface when using Google Chrome?

Release Date: 7/22/2015

Applied to

GV-Cloud Series

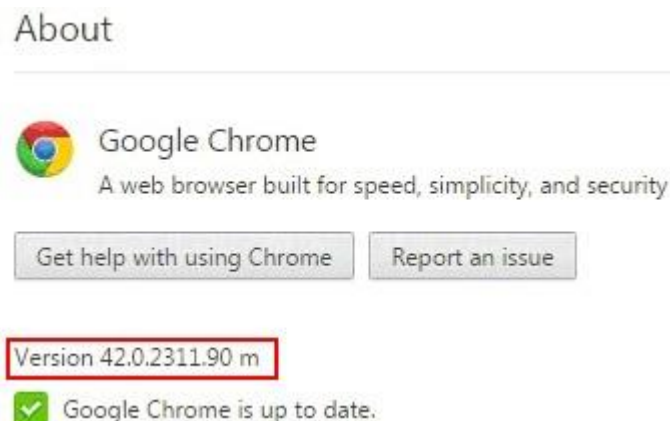
Question

Why can't I access myGVcloud Portal and the live view on camera Web interface when using Google Chrome?

Answer

When using Google Chrome version 42.xx, the GeoVision plugin required for accessing myGVcloud Portal and the live view on GV-Cloud Camera's Web interface may be blocked automatically. Follow the steps below to solve the problem.

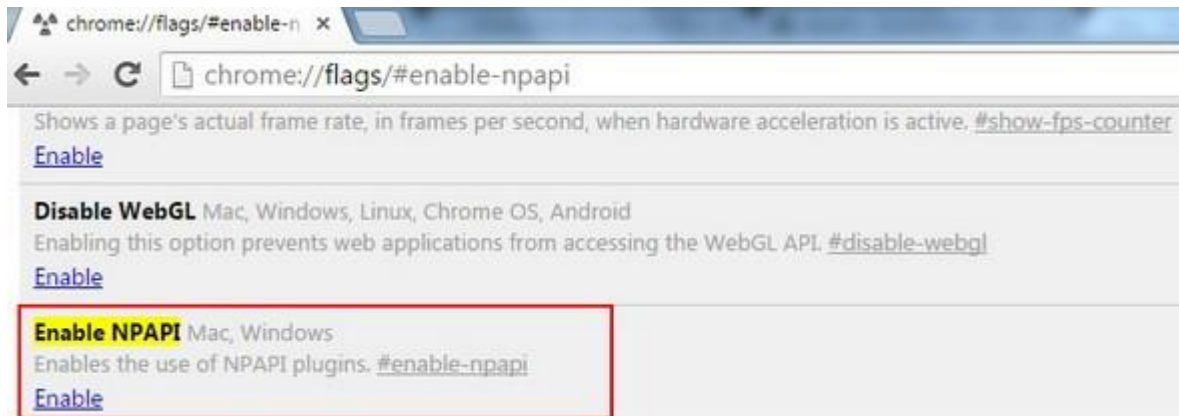
1. Go to About Google Chrome to check the version.



2. Allow the GeoVision's Web browser plug-in by enabling the NPAPI plug-in on Google Chrome manually.

A. Type the URL <chrome://flags/#enable-npapi> in the Chrome address bar.

B. Find the Enable NPAPI plug-in and click Enable.



C. Click Relaunch Now at the bottom to restart Google Chrome.

Your changes will take effect the next time you relaunch Google Chrome.

Relaunch Now

3. Log in [myGVcloud Portal](#) or the camera Web interface again.

4. Install the plug-ins as prompted. You may also need to click the icon in the top-right corner to allow the plug-ins.

