GeoUision inc

[FAQ]

Why can't I view live video using Google Chrome?

Applied to

GV-IP Cameras

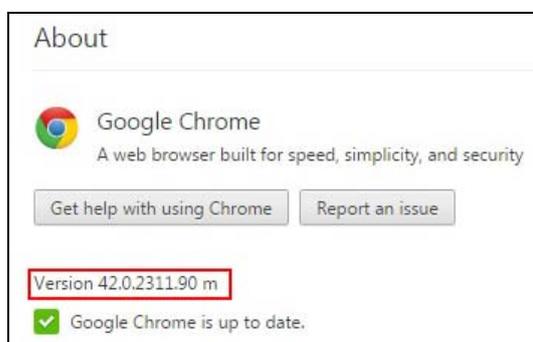Internet Browser: Google Chrome V42.xx

Question

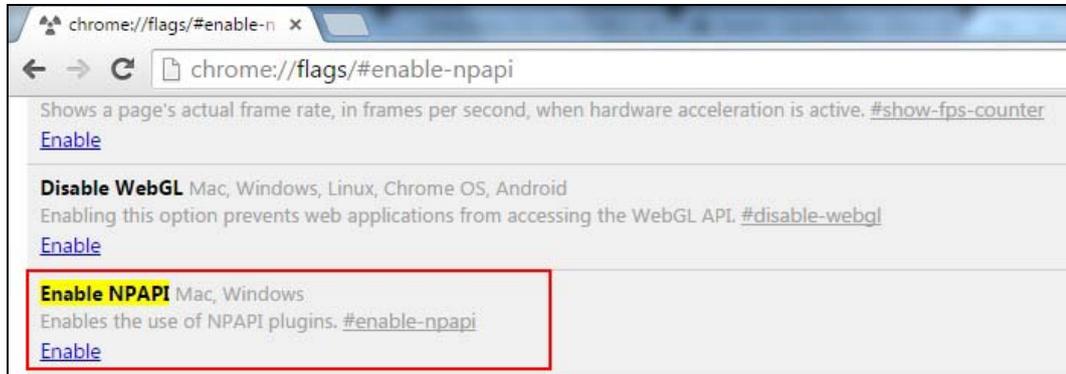How to access the camera live view on Google Chrome?

Answer

To watch the camera live view, the GeoVision and Quick Time plugins are essential. But the plugins may be denied automatically on the Google Chrome version **42.xx**. Follow the steps below to solve the problem.
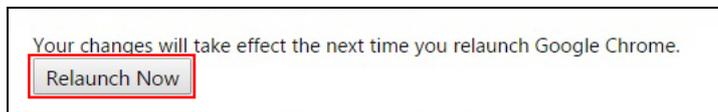
1.   Go to **About Google Chrome** to check the version.

2. Allow plugins by enabling the NPAPI plugin on Google Chrome manually.

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

 B. Find the **Enable NPAPI** plugin and click **Enable**.

 C. Click **Relaunch Now** at the bottom to relaunch Google Chrome.

The camera live view will be accessible after you start and log in your camera Web interface again.