

[FAQ]

Why does the Pink Screen show up when I access the GV-System on the second monitor or on the remote desktop?

Release Date: 10/5/2010

Applied to

GV-System of all versions

Question

If I set up dual monitors on the computer dedicated to the GV-System, the Pink Screen occurs in one or more channel windows on the second monitor. In addition, if I access the GV-System on the remote desktop, this Pink Screen issue also occurs.

Answer

The problem occurs because most VGA cards only support Directdraw Overlay function for the primary monitor, and not for the second monitor or the remote Desktop.

How to do

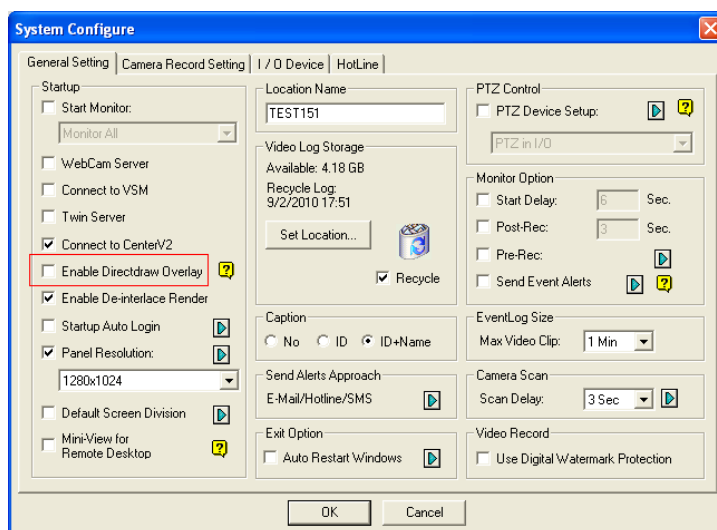
To fix the problem, ensure to disable the Directdraw Overlay function on the GV-System. To do so, follow the steps below:

A. To fix the Pink Screen on the second monitor:

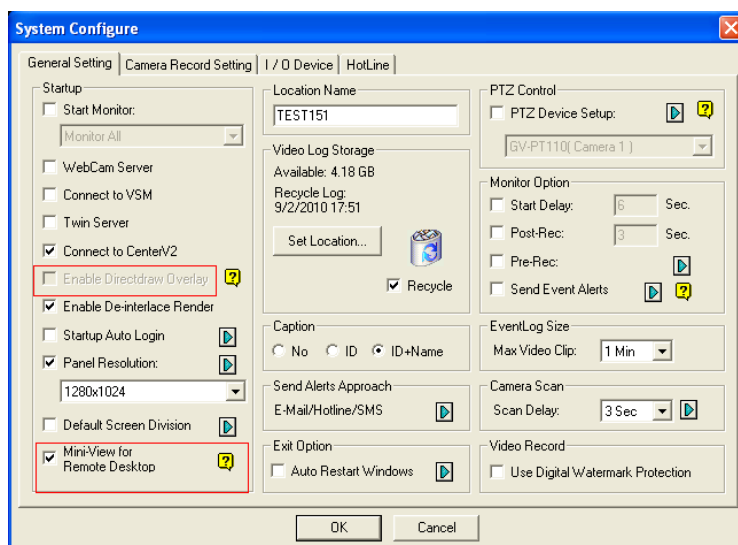
1. Start the GV-System, click the **Configure** button, select **General Settings** and select **System Configure**.
2. Click the **General Setting** tab.

3. Disable the Directdraw Overlay function.

- Disable the **Enable Directdraw Overlay** option as illustrated below.



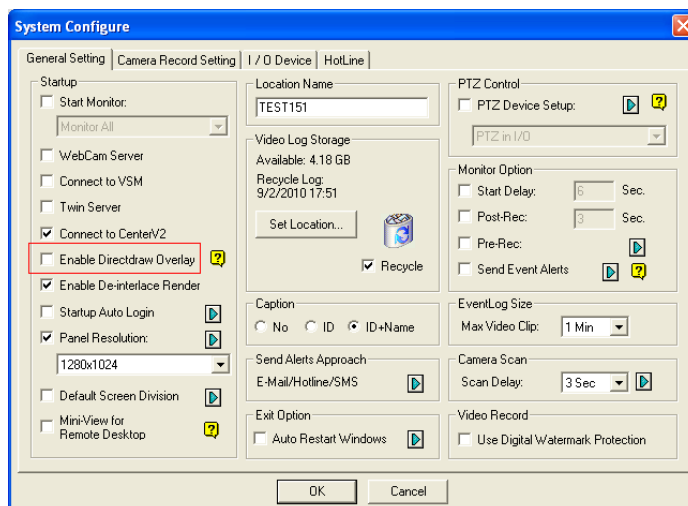
- If you are using GV-Combo A Card (GV-1120A, GV-1240A and GV-1480A), the option is not available. In that way, enable the **Mini-View for Remote Desktop** option. After that, the **Enable Directdraw Overlay** option will automatically be disabled as illustrated below. Click **OK**.



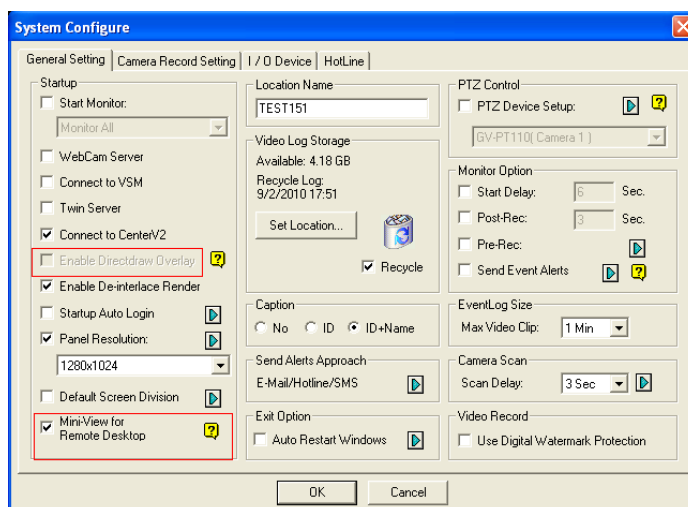
4. Restart the GV-System.

B. To fix the Pink Screen on the remote desktop:

1. Start the GV-System on the remote desktop, click the **Configure** button, select **General Settings** and select **System Configure**.
2. Click the **General Setting** tab.
3. Disable the Directdraw Overlay function.
 - Disable the **Enable Directdraw Overlay** option as illustrated below.



- If you are using GV-Combo A Card (GV-1120A, GV-1240A and GV-1480A), the option is not available. In that way, enable the **Mini-View for Remote Desktop** option. After that, the **Enable Directdraw Overlay** option will automatically be disabled as illustrated below. Click **OK**.



4. Restart the GV-System.