# GeoVision inc

# [FAQ]

# I am getting an error message when I try to add a 3rd party camera to Recording Server v1.25. What should I do?

**Release Date: 06/04/2016**

## Applied to:

Recording Server v1.25

## Question:

I am getting an error message when I try to add a 3rd party camera to RS v1.25. What should I do?

## Answer:

The reason could be either he MAC address of the camera is not sent to RS properly or the unstable connection between the camera and Recording Server. Please try to add camera by entering its MAC address.

For any question on the information provided, please feel free to submit your question to our support window at support@geovision.com.tw