

[FAQ]

Why can't I connect the GV-Recording Server V1.2.0.0 using the GV-Remote ViewLog V8.5.7.0?

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Applied to

GV-Recording Server V1.2.0.0

Question

Why can't I connect the GV-Recording Server V1.2.0.0 using the GV-Remote ViewLog V8.5.7.0?

Answer

Due to version incompatibility, using GV-Remote ViewLog V8.5.7.0 is unable to establish connection with GV-Recording Server V1.2.0.0. To solve the problem, follow the steps below to install a patch file in GV-Recording Server.

1. Stop the service of the GV-Recording Server.
2. Download the patch file at:
http://ftp.geovision.tw/FTP/Support/RS_V1200_PlaybackPatch.zip.
3. Unzip the downloaded file.
4. Copy and paste the **GVLVServer.dll** file and overwrite the original file in the GV-Recording Server program folder. By default, the program is saved at **C:\Program file (X86)\RecordingServer**.
5. Restart the service of the GV-Recording Server.