



## GV-VMS Patch for GV-Authentication Server Issues

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### Applied to

GV-VMS V14.10.1.0 or earlier

### Symptoms

When GV-VMS is connected to GV-Authentication Server and connected to more than 44 channels of IP devices, dropped frames can occur if live view is switched to Single View mode.

### Solution

Use the patch file below to resolve the issues.

1. Close all GeoVision software and follow the steps below.
  - a. Run Windows Task Manager.
  - b. Under the Processes tab, look for **GeoStartupAgentService**.
  - c. Right-click GeoStartupAgentService and select **End Process Tree**.
2. Download the patch file from the link below:  
[http://ftp.geovision.tw/ftp/jason/Patch file/VMS1410-AuthServe\\_patch.zip](http://ftp.geovision.tw/ftp/jason/Patch%20file/VMS1410-AuthServe_patch.zip)
3. Unzip the downloaded file.
4. Copy and paste the files into your GV-VMS folder (default is C:\VMS). Overwrite the old files when prompted.
5. Restart GV-VMS.