

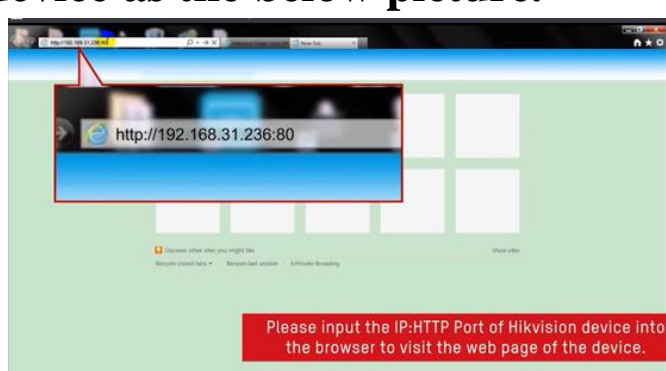
# Two Steps to Solve No Result of VCA Playback Search

If do VCA search on playback page of Hikvision device and there is no event result, please do the following 2 steps.

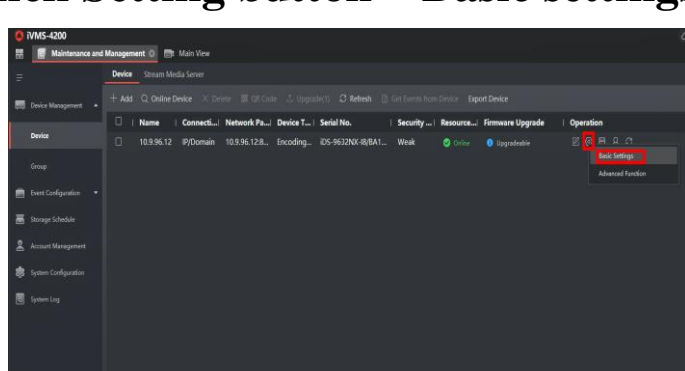
**Notes:** Before searching playback video, make sure you have configured recording schedule on Hikvision device.

## Step 1, Enable Dual-VCA on Web

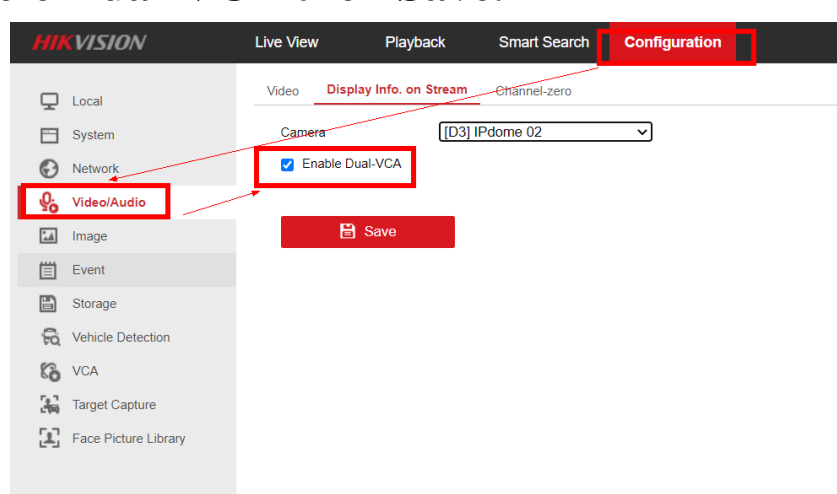
a) Login to web page of device as the below picture.



a) Login to iVMS-4200 and click Setting button – Basic settings

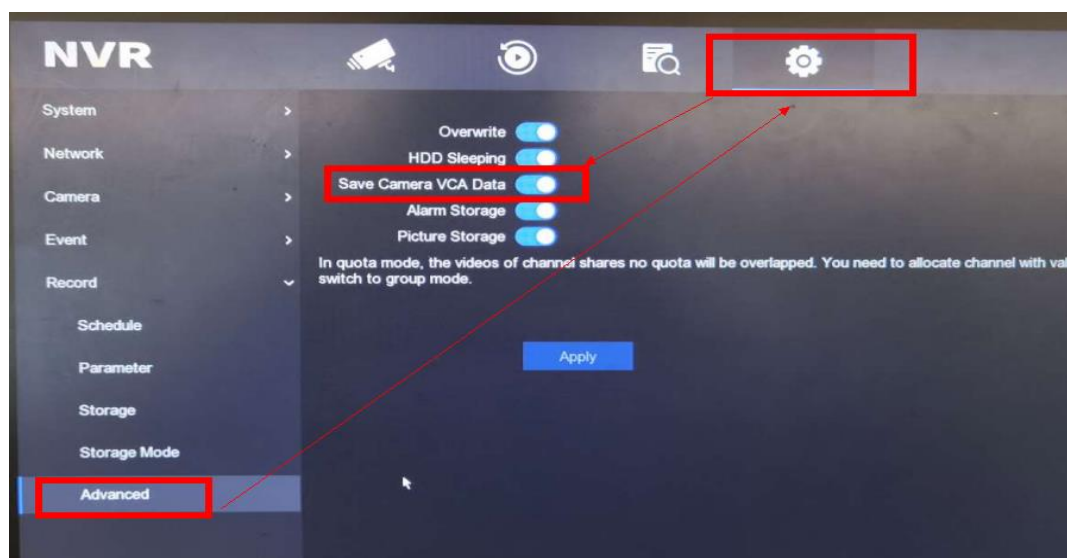


b) Go to Configuration –Video/Audio– Display Info. on Stream to tick the checkbox of Enable Dual-VCA then Save.



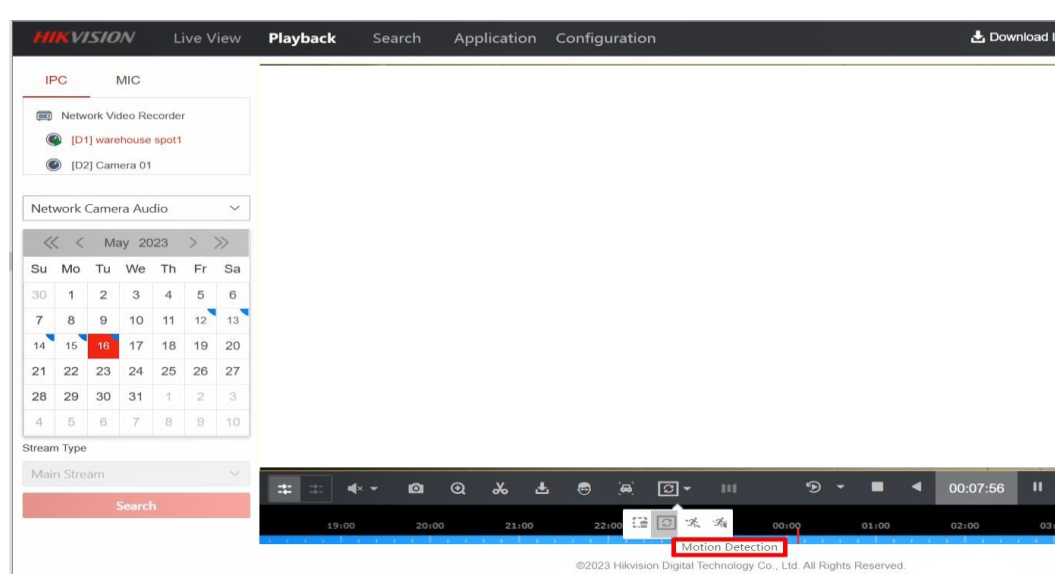
**Notes:** After above settings, do VCA search via web browser of the camera. If the device is DVR/NVR/HVR, except for configuration on web, we also need to do step 2.

## Step 2, If the device is DVR/NVR/HVR, login local GUI, click Configuration Button –Advanced –enable Save Camera VCA Data.

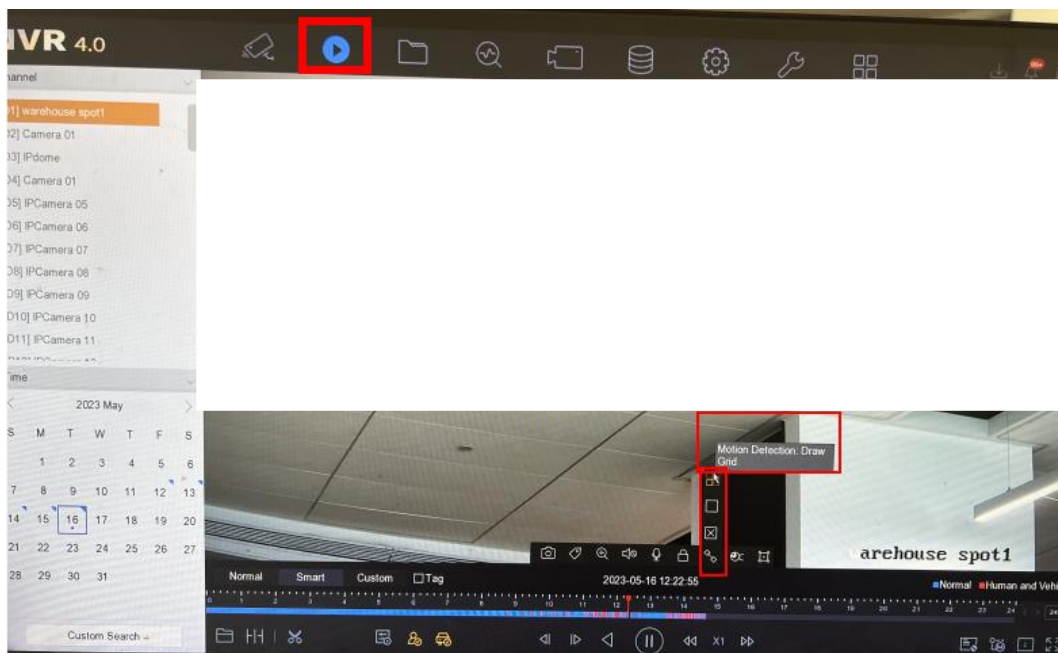


After above settings, search VCA playback as below

a) via web browser



b) via local GUI on DVR/NVR/HVR



**Notes:** If search motion detection VCA playback, Enable Dynamic Analysis for Motion is necessary.

