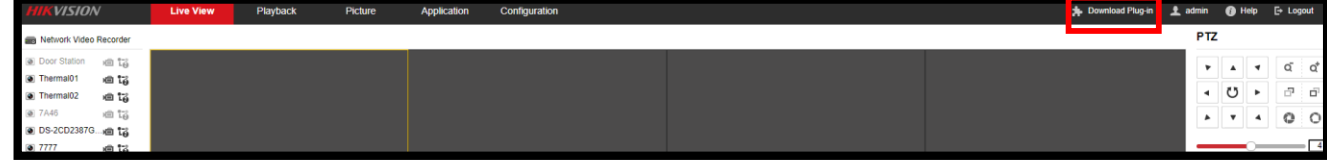


What can we do if NVR cannot view via Chrome

It is recommended to download ivms-4200 on your computer instead of viewing via Chrome browser.

If you want to use Chrome browser to view, download Plug-In first, install it and restart the browser, then you can view via Chrome.

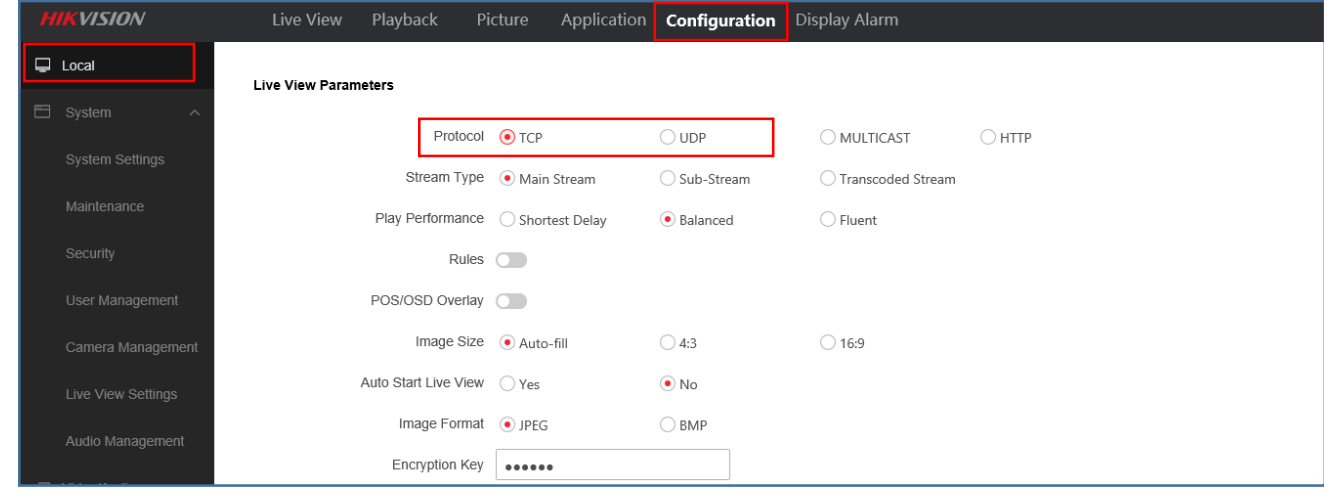


If 'Download Plug-In' does not show, it usually means that your NVR does not support live view via Chrome, in this situation, there are mainly 5 ways to solve the issue:

1. Switch protocol
2. Reduce bitrate
3. Switch encoding type
4. Reduce video output channel
5. Use Microsoft Edge and run IE mode

1

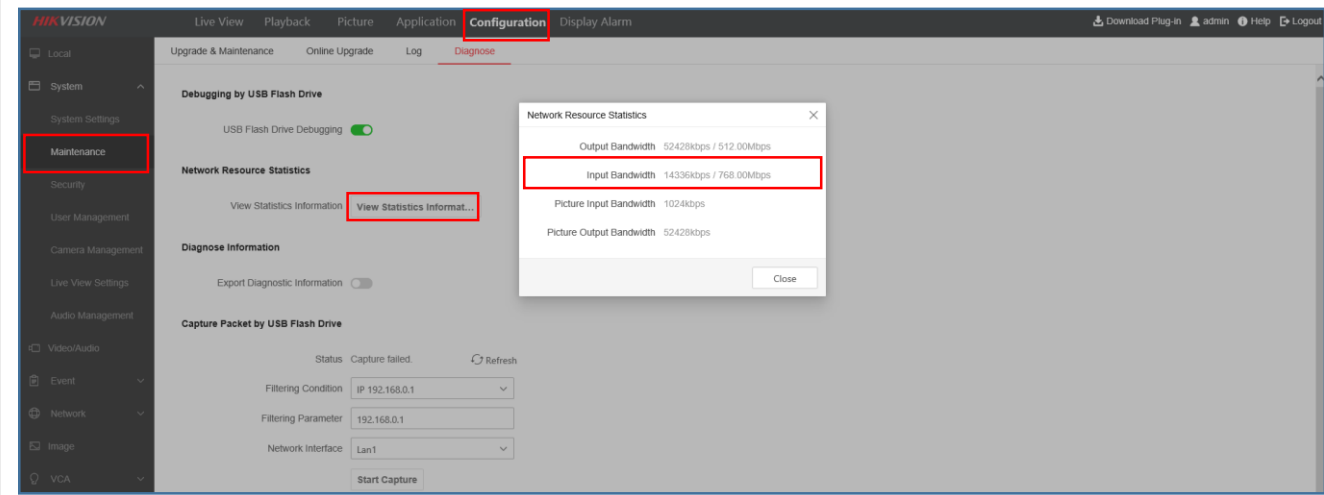
Turn to Configuration > Local > Live View Parameters > Protocol. Switch protocol from TCP to UDP, or switch from UDP to TCP, save and view in chrome.



2&3

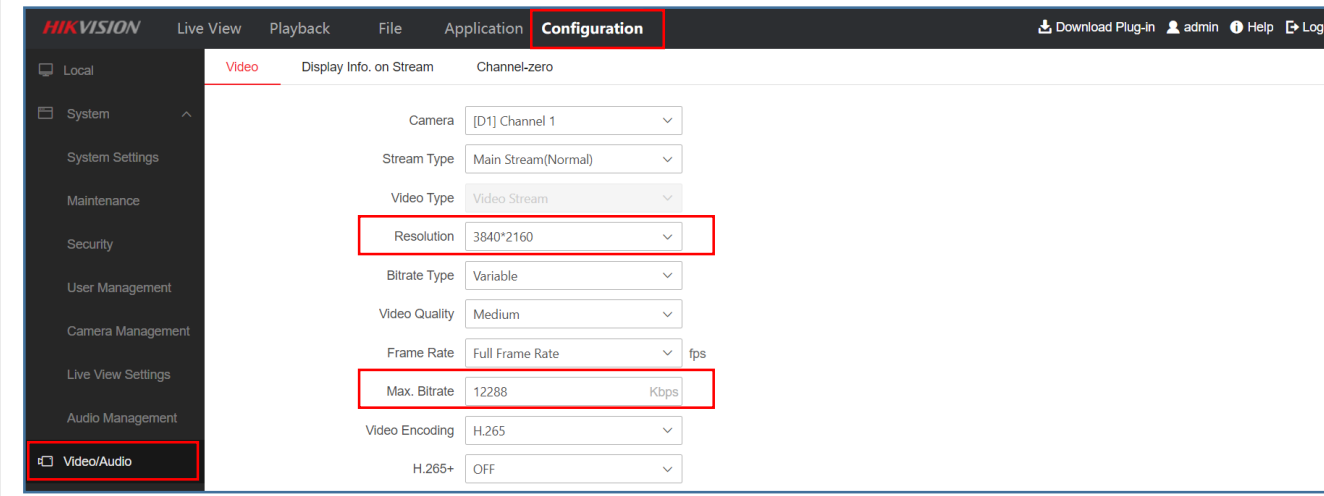
Some devices support to check network resource statistics. Turn to Configuration > Maintenance > Network Resource Statistics. If the previous value of Input Bandwidth is almost equals to the latter value, please reduce bitrate.

For those device which cannot check Network Resource Statistics, you can reduce bitrate and resolution directly for a try.



Turn to Configuration > Video/Audio > Video Reduce Resolution and Max. Bitrate, save and view in Chrome. The reference value are as follows:

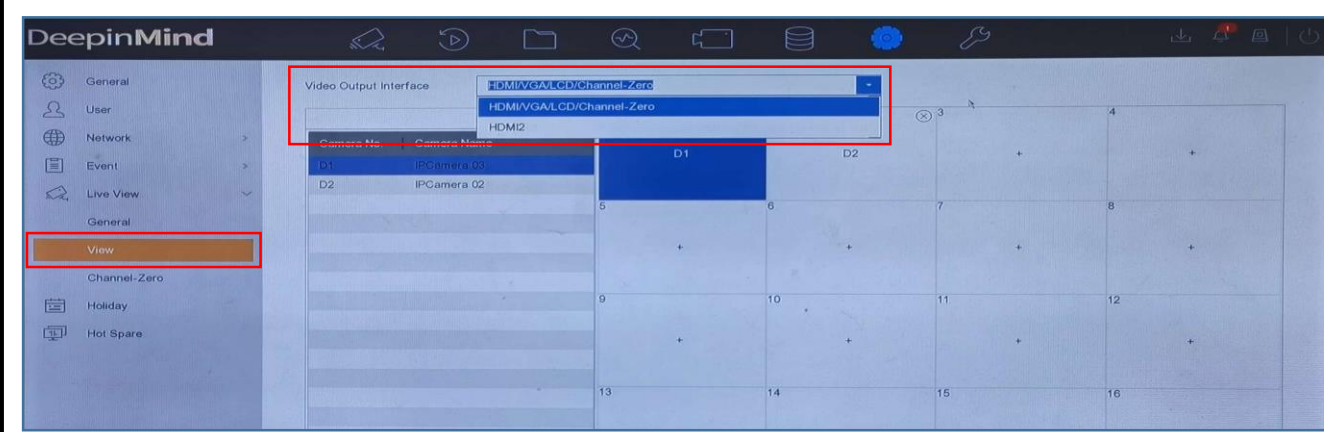
Resolution	Max. Bitrate
1080P(2MP)	4096 kbps
720P(1MP)	2048 kbps
704*528 (4CIF)	1024 kbps
528*384 (2CIF)	512Kbps



Please set your NVR Video Encoding type as your camera supports, which means if your camera only support H.264 please switch NVR Video Encoding to H.264.

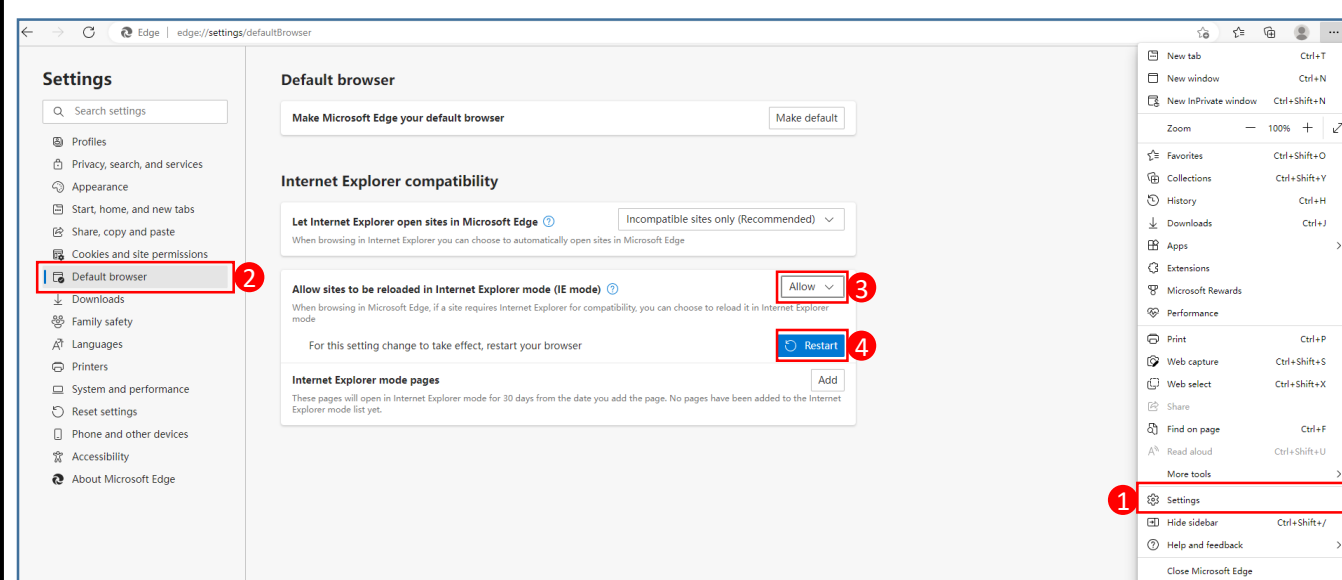
4

If your NVR supports multiple video output interfaces, it is recommended that 1 camera only set 1 output interface. Although the other interfaces you configured and didn't use, NVR is decoding which will occupy the encoding ability and may cause the issue.



5

Open Microsoft Edge on Windows 10. Turn to Setting > Default browser > Internet Explorer compatibility Under the "Internet Explorer compatibility" section, turn on the "Allow sites to be reloaded in Internet Explorer mode" toggle switch. Click the Restart button, then you can view via Edge browser.



If you have done all the above, the issue is still not solved, contact local support and provide the following information:

1. NVR model, firmware version, resolution, bitrate.
2. Issue description: NVR live view failed in web via Chrome, while live view normal in local.
3. IPC model, firmware version, resolution, bitrate.
4. Export a clip of video recording from NVR.