# 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**

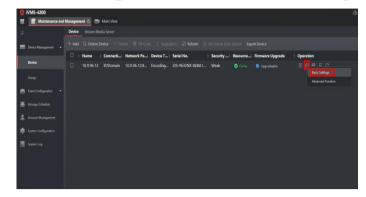
a) Login to web page of

device as the below picture.

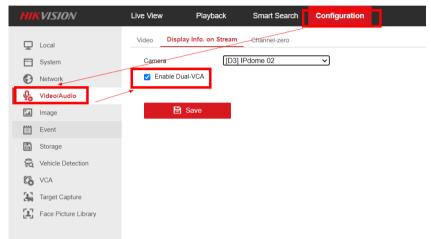


#### a) Login to iVMS-4200 and

click Setting button – Basic settings

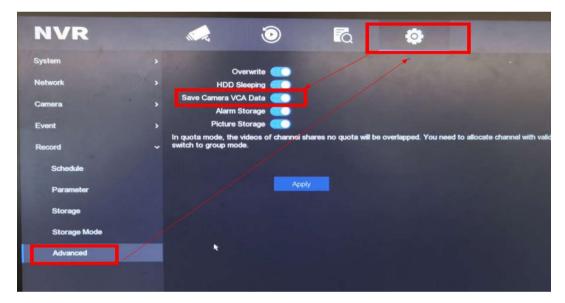


b) Go to Configuration –Video/Audio– Display Info. on Stream to tick the checkbox of Enable Dual-VCA then Save.



*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.** 

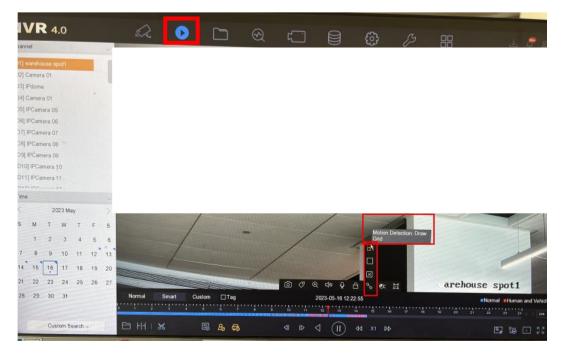


After above settings, search VCA playback as below

a) via web browser

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#### b) via local GUI on DVR/NVR/HVR



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

HIKVISION	Live Vi	ew Playback	Picture	Application	Configuration	
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C Video/Audio		Enable Motion Dete	ction 💽			
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Basic Event			Are	a Settings	Arming Schedule	Linkag
Smart Event			C	07-16-2821 Fri 15	41.45	
More Events			×		- Alexanor	-