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.



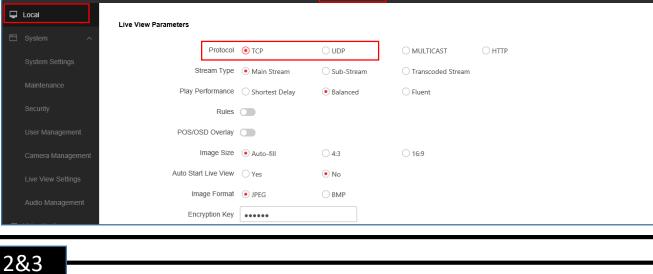
If 'Download Plug-In' does not show, it usually means that your NVR does not support live view via Chrome, in this situation, there are mainly 5 ways to solve the issue: Switch protocol 1.

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

1

Switch protocol from TCP to UDP, or switch from UDP to TCP, save and view in chrome. Live View Playback Picture Application Configuration Display Alarm Local

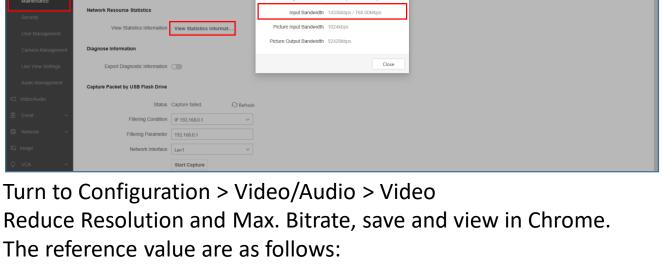
Turn to Configuration > Local > Live View Parameters > Protocol.



Some devices support to check network resource statistics. Turn to

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.

Configuration > Maintenance > Network Resource Statistics. If the



Resolution --- Max. Bitrate 1080P(2MP) --- 4096 kbps

720P(1MP) --- 2048 kbps 704*528 (4CIF) ---- 1024 kbps

Application Configuration

Video Display Info. on Stream Camera [D1] Channel 1 Stream Type Main Stream(Normal) Resolution 3840*2160

528*384 (2CIF) ---- 512Kbps

Logo Download Plug-in Logo de Help Logo

New window

New InPrivate window Ctrl+Shift+N

Ctrl+N

- 100% + ∠⁷

Bitrate Type Variable Frame Rate Full Frame Rate Max. Bitrate 12288 Video Encoding H.265 ☐ Video/Audio H.265+ OFF 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.

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.

Settings

Profiles

4.

Appearance

Q Search settings

Privacy, search, and services

(G) General

Deepin**Mind**

VISION

Holiday

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.

Make default

Let Internet Explorer open sites in Microsoft Edge 🤈 Incompatible sites only (Recommended) ∨ Share, copy and paste Cookies and site permission

Click the Restart button, then you can view via Edge browser.

Open Microsoft Edge on Windows 10.

Default browser

Make Microsoft Edge your default browser

Internet Explorer compatibility

↓ Downloads Ctrl+J ∰ Apps Extensions Default browser Allow V Printers Internet Explorer mode pages Web select Ctrl+Shift+X □ System and performance C Reset settings Phone and other devices Find on page Ctrl+Shift+U About Microsoft Edge Settings

Hide side

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

- NVR model, firmware version, resolution, bitrate. 2. Issue description: NVR live view failed in web via Chrome, while
- 3. IPC model, firmware version, resolution, bitrate.

Export a clip of video recording from NVR.

live view normal in local.