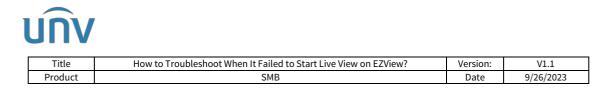


# How to Troubleshoot When It Failed to Start Live View on EZView?



## How to Troubleshoot When It Failed to Start Live **View on EZView?**

### Description

*Note:* This method is applicable to most of the scenarios. If the method still cannot solve your problem, it is recommended to consult our Tech Support Team. https://global.uniview.com/Support/Service Hotline/

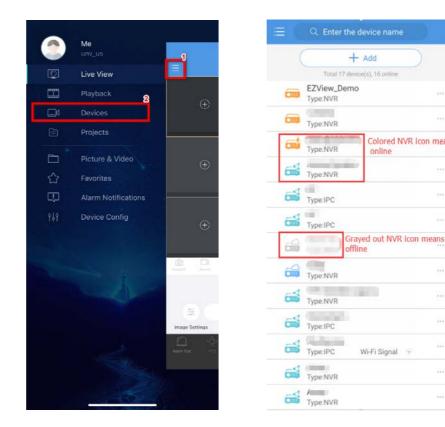
Sometimes when you try to watch the live view on EZView, it fails in 0% streaming, 19% streaming or 95% streaming with error messages "Sorry, an unexpected error has occurred". You can follow the guide below to troubleshoot.

Colored NVR icon mean

online

#### **Operating Steps**

Check your device status on EZView under **Devices**.



#### If the device is online:

Step 1 Click the device and then click Edit. Go to Streaming Media Protocol and switch the protocol between 2 and 3. Click the save icon on the right top corner.



| Titl                                 | Title How to Troubleshoot When It Failed to Start Live View on EZView? |                |   |          |                         |        | Version: | V1.1      |
|--------------------------------------|--|----------------|---|----------|-------------------------|--------|----------|-----------|
| Produ                                | uct  |                |   | SME      |                         |        | Date     | 9/26/2023 |
|                                      | Q Enter the  | device name    |   |          | Q Enter the device      | e name |          |           |
| C                                    |  | - Add          | ) |          | Total 13 device(s),12 c | online |          |           |
|                                      | ype:NVR  |                |   |          | Type:NVR                |        |          |           |
|                                      | ype:NVR  |                |   | -        | Type:NVR                |        |          |           |
| 🛋 т                                  | ype:NVR  | 1              |   | -        | Type:NVR                |        |          |           |
|                                      | vpe:NVR  | A              |   |          |                         |        |          |           |
| Т                                    | ype:IPC  |                |   |          | Start Live View         | 1      |          |           |
|                                      | ype:IPC  |                |   |          |                         |        |          |           |
| T REED                               | ype:NVR  |                |   | ()       | ) Speed Test            |        |          |           |
|                                      | ype:NVR  |                |   | <u>(</u> | Alarm Output            |        |          |           |
| Т                                    | ype:NVR  |                |   | [7       |                         |        |          |           |
| Т                                    | ype:IPC  |                |   | 2        |                         |        |          |           |
|                                      | ype:IPC  | Wi-Fi Signal 💿 |   | Ū        | Delete                  |        |          |           |
| T ট                                  | ype:NVR  |                |   |          |                         | _      |          |           |
| Name                                 |  |                |   |          |                         |        |          |           |
| Add By                               | P2P  |                |   |          |                         |        |          |           |
| Serial No.<br>Streaming<br>Media Pro | 210235<br>Default(Pro  | tocol 2)       |   |          |                         |        |          |           |
| Live View                            | Auto   |                | > |          |                         |        |          |           |
| Playback                             | Low  |                | > |          |                         |        |          |           |
| Channel Ver                          | rsion Info   |                | > |          |                         |        |          |           |

**Step 2** Close the app and open it again. Go to **Devices** to pull down and release to refresh the device list.

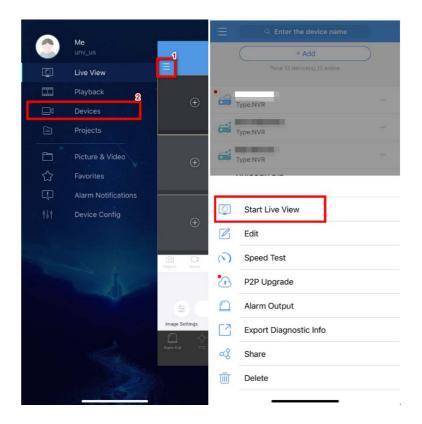
|                | Basic    | TCP/IP EZClou | d DDNS        |    |               |       |        |      |     |   |  |
|----------------|----------|---------------|---------------|----|---------------|-------|--------|------|-----|---|--|
|                |          |               |               |    |               |       |        |      |     |   |  |
| Camera         | Platform | Workir        | Working Mode  |    | Multi-address |       |        |      | ~   |   |  |
|                |          | Select        | NIC           |    | NIC1          |       |        |      |     | ~ |  |
| $\bigcirc$     | Advanced | 🗆 Enab        | le DHCP       |    |               |       |        |      |     |   |  |
| VCA            |          | IPv4 Ac       | ldress        |    | 172           |       | 1.     | 90   | 101 |   |  |
|                |          | IPv4 Su       | ıbnet Mask    |    | 255           | . 2   | 55 .   | . 0  | 0   |   |  |
|                |          | IPv4 De       | efault Gatewa | ay | 172           |       | 1.     | 90   | 1   |   |  |
| Network        |          | IP∨6 M        | ode           |    | Router        | r Adv | ertise | emen |     |   |  |
| ₹́⊙}<br>System |          | IPv6 Ac       | ldress        |    |               |       |        |      |     |   |  |
|                |          | IPv6 Pr       | efix Length   |    | 64            |       |        |      |     |   |  |
|                |          | IPv6 De       | efault Gatewa | ay |               |       |        |      |     |   |  |
| ▶<br>Backup    |          | MAC A         | dress         |    |               |       |        |      |     |   |  |
|                |          | MTU(B         | /tes)         |    | 1500          | -     |        |      |     |   |  |
|                |          | Preferr       | ed DNS Serv   | er | 8             |       | 8.     | . 8  | 8   |   |  |
|                |          | Alterna       | te DNS Serve  | er | 8             |       | 8.     | . 4  | 4   |   |  |
| Storage        |          | Defaul        | t Route       |    | NIC1          |       |        |      |     | ~ |  |

**Step 3** Change the MTU value to 576 on your device itself.



| Title        | How to Troubleshoot When It | Failed to Start Live View on EZView?   | Version: V1.1  |
|--------------|-----------------------------|--|----------------|
| Product      |                             | SMB  | Date 9/26/2023 |
| unv          | 🖳 Live View 📖               | Playback Setup & S   | mart           |
| Client       | V TCP/IP                    |  |                |
| System       | *                           |  |                |
| Camera       | Select NIC                  | NIC1 V   |                |
| Storage      | Enable DHCP                 | On ● Off   |                |
| Alarm        | IPv4 Address                | 172.1.90.12  |                |
| Alert        | IPv4 Subnet Mask            | 255.255.0.0  |                |
|              | IPv4 Default Gateway        | 172.1.0.1  |                |
| Network      | IPv6 Mode                   | Router Advertisement   |                |
| TCP/IP PPPoE | IPv6 Address                |  |                |
| EZCloud      | IPv6 Prefix Length          | 64   |                |
| DDNS         | IPv6 Default Gateway        | ::   |                |
| Port         | MAC Address                 | and the second s |                |
| Port Mapping | MTU                         | 1500   |                |
| Email        | WIG                         |  |                |
| Multicast    | Preferred DNS Server        | 8.8.8.8  |                |
| FTP          | Alternate DNS Server        | 8.8.4.4  |                |
| Custom Route |                             |  |                |
| Platform     | PoE NIC IP Addr.            | 172.16.0.1   |                |
| User         | ×                           |  |                |
| Maintenance  | Save                        |  |                |

**Step 4** Wait until the device is back online, and then check the live view again.



**Note:** If the device cannot come back online on the app, please refer to the EZCloud Offline FAQ on Uniview's official website to troubleshoot.

*If the FAQ cannot solve your issue either, it is recommended to consult our Tech Support Team.* <u>https://global.uniview.com/Support/Service\_Hotline/</u>