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Live View Troubleshooting

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What Live View Troubleshooting Covers

This guide helps you resolve Live View issues in GCXONE — from basic stream problems to device-specific and network configuration issues.

How It Works

Common Issues

1. Stream Not Loading

Symptoms: Loading spinner with no video, black screen, or "Unable to start stream" error.

- Verify the device is online in the Device Explorer
- Check streaming configuration
- Verify user has Live View or Operator permissions on the source device
- Test network connectivity
- Restart the camera or device

2. Poor Stream Quality

Symptoms: Pixelated or blurry video, low resolution, poor image quality.

- Increase stream quality setting in Video Viewer
- Check bandwidth availability
- Verify you are using the primary stream and not the sub-stream
- Enable Local Mode for better quality on-site

3. Layout Issues

Symptoms: Layouts not displaying correctly, cameras in wrong positions, layouts not saving.

- Verify cameras are assigned to layout positions
- Check grid size matches number of cameras
- Verify user has layout management permissions
- Clear browser cache and reload
- Recreate layout if corrupted

4. Performance Issues

Symptoms: Video takes too long to load, plays with interruptions, or the system slows down when viewing multiple cameras at once.

- Reduce number of simultaneous streams
- Enable Local Mode for on-site workstations
- Close unused streams when not viewing

5. PTZ Controls Not Working

Symptoms: PTZ controls not visible, buttons disabled, cannot control camera from Live View.

- Verify the camera supports PTZ
- Check PTZ is enabled on the device
- Verify user has PTZ permissions
- Enable PTZ controls in Live View settings

6. Multi-Camera View Problems

Symptoms: Grid view not working, cameras not displaying, layout switching issues.

- Reduce number of cameras in grid or use smaller grid size (e.g., 2×2 instead of 4×4)

- Verify grid size is appropriate and all cameras in layout are available
- Use secondary streams for grid views
- Check system resources (CPU, memory, network)

Key Capabilities

Device-Specific Issues

Some devices require additional configuration for stable live streaming.

1. Avigilon

- Verify required ports are open based on your Avigilon configuration.
- Set Connection Type to WAN (Secured) in Site Networking settings

2. Hikvision

- Enable UPnP on both the router and the device, or configure port forwarding
- Enable ISAPI protocol for remote access
- Ensure the user account has Admin permissions

3. Dahua

- Ensure sufficient bandwidth is available (minimum 100 Mbps recommended for multiple streams)
- Verify the viewing workstation meets performance requirements

4. Axis

- Verify the camera is enabled in system settings
- Confirm compatibility with the operating system and browser environment

5. Camect

- Use the secondary RTSP profile (sub-stream) to reduce bandwidth usage and improve stability

Network & Port Requirements

Live View depends on proper network configuration and open communication ports.

Standard required ports:

- RTSP — Port 554
- HTTP — Port 80
- HTTPS — Port 443

Additional ports depending on device:

- Dahua control port — 37777

Ensure all required ports are open and not blocked by the firewall. Whitelist GCXONE service endpoints on the customer network if required.

Diagnostic Tools

Use these steps to isolate the source of the issue before contacting support:

- Test the stream using the manufacturer's native client or software
- If the stream works in the native client but not in GCXONE → the issue is likely platform-related
- If the stream fails in both → the issue is device or network related
- Use HealthCheck to verify camera availability and stream accessibility
- Use AI-based detection to identify blur, obstruction, or degraded video quality

Additional Details

Troubleshooting Checklist

Before contacting support, verify the following:

- Device is online in the Device Explorer ✓

- Local network connectivity and internet access confirmed ✓
- Device credentials and network configuration verified ✓
- Required ports are open (554, 80, 443) ✓
- User has correct permissions (Live View or Operator) ✓
- Browser cache cleared ✓
- Device restarted if needed ✓