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Video Streaming Troubleshooting

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What Video Streaming Troubleshooting Covers

This guide helps you resolve video streaming issues in GCXONE — from no video display to buffering, connection drops, and Local Mode problems.

How It Works

1. No Video Display

Symptoms: Black screen, "No video available" message, or camera shows online but no stream appears.

- Verify the device is powered on and connected to the network
- Ping the device IP address to confirm connectivity
- Verify username and password in GCXONE device configuration
- Check RTSP port 554 is open and not blocked by the firewall
- Verify the RTSP stream path is correct for your device manufacturer
- Confirm the codec is H.264 or H.265 — update browser if needed (Chrome recommended)
- Restart the camera or device

2. Poor Video Quality

Symptoms: Pixelated or blurry video, choppy playback, low resolution.

- Access the device web interface and increase the bitrate (recommended 2–4 Mbps for 1080p)
- Check available bandwidth and reduce stream quality in GCXONE to Medium or Low if needed
- Enable GreenStream (Auto quality) in GCXONE settings

- Use secondary streams for grid views and limit concurrent streams
- Test network latency — use Local Mode for on-site workstations

3. Buffering and Stuttering

Symptoms: Video pauses frequently, loading spinner appears often, playback is choppy.

- Reduce stream quality and limit number of concurrent streams
- Close unused video windows
- Test for packet loss by running an extended ping to the device IP
- Check network cables, switches, and routing
- Restart the device if overloaded

4. Connection Drops or Timeouts

Symptoms: Stream disconnects frequently, "Connection lost" messages, stream stops after a period of time.

- Test network stability with a continuous ping
- Check cables, switch and router stability, and WiFi interference
- Increase timeout in GCXONE streaming settings to 30–60 seconds
- Adjust firewall timeout settings to allow persistent connections
- Reduce concurrent connections to the device and restart if needed

5. Slow Stream Startup

Symptoms: Video takes a long time to load, extended loading spinner, delay before first frame.

- Use Local Mode for on-site access
- Check device CPU and memory usage — restart if overloaded
- Verify the RTSP path is correct and test directly with VLC or a similar tool

- Update device firmware

6. Audio Issues

Symptoms: No audio with video, audio out of sync, poor audio quality.

- Enable audio in both device settings and GCXONE camera configuration
- Verify audio codec is G.711, AAC, or PCM
- Update browser to the latest version
- For sync issues: adjust buffer settings or use Local Mode if available

7. Local Mode Issues

Symptoms: Local Mode enabled but still using cloud, no P2P connection, high latency despite Local Mode being active.

- Verify the Local Mode service is running in Windows Services
- Restart or reinstall the Local Mode service and check service logs for errors
- Confirm the workstation and device are on the same network
- Check network routing, VLAN configuration, and firewall rules
- Note: Hanwha and Genesis Audio do not support Local Mode — use cloud streaming for these devices
- If auto-discovery fails, manually configure device IPs in Local Mode settings

Additional Details

Diagnostic Tools

Before contacting support, isolate the source of the issue:

- 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 platform-related

- If the stream fails in both → the issue is device or network related
- Review device logs and GCXONE platform logs for specific errors
- Gather: device type and model, firmware version, network configuration, and error messages with timestamps

Troubleshooting Checklist

Before contacting support, verify the following:

- Device is online and reachable on the network ✓
- Required ports are open (554, 80, 443) ✓
- User has correct permissions (Live View or Operator) ✓
- RTSP path and credentials are correct ✓
- Browser is up to date (Chrome recommended) ✓
- Device has been restarted if needed ✓