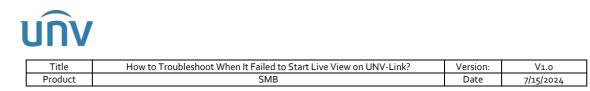


## How to Troubleshoot When It Failed to Start Live View on UNV-Link?



### How to Troubleshoot When It Failed to Start Live View on UNV-Link?

#### Description

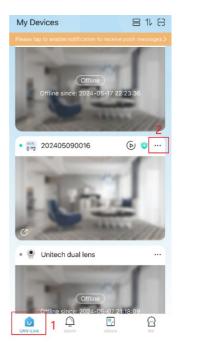
*Note:* This method is applicable in most scenarios. If this method does not solve your problem, it is recommended to consult our Tech Support Team. <u>https://global.uniview.com/Support/Service\_Hotline/</u>

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

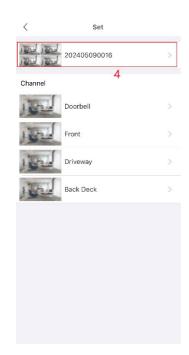
#### **Operating Steps**

**Step 1** Check your device status on UNV-Link under My Devices. If the device is online, then go to the Settings page of the device.

Click **UNV-Link** first, and then click the device you want to set up. Click **Set** to go to the Settings page of the device.



My Devices	日 11 日
Offline Offline since: 2024-05-17 2:	
• 202405090016	۰۰ ق 🕒
13.6.	1
🖢 Receive Alarm Message	
C Share 3	>
⊘ Set	>
Delete device	>
Cancel	





duct SMB Date 7/:       Settings	Title	How to Troubleshoot When It Failed to Start Live View on	UNV-Link? Version:	
202405090018   Device Info   5   s   arm Notifications   >   rations   >   ngs   uarm Linkage   >   tings   Medium   >   gs	Product			7/15/2
202405090018   Device Info   5   s   arm Notifications   >   rations   >   ngs   Name Linkage   >   Medium   >   gs	Settinge			
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	Settings			
	e nostic info export, speed test,			

**Step 2** Change the Access Protocol. Switch the protocol between 2 and 3. Click the save icon on the right top corner.

Ba	sic Info	×	Protocol	
O == Davica	16 IVR302-09E2	Default V2.0 V3.0		
Device Name	202405090016 >	13.0		
Current Version	NVR-B3112.38 >			
Access Protocol	Default(V3.0) >			
Change Password	6			
ziz Ziz	Restart			
d> Tra	nsfer Device			
Delete	Device			

**Step 3** Close the app and open it again. Go to **Devices** to pull down and release to refresh the device list.

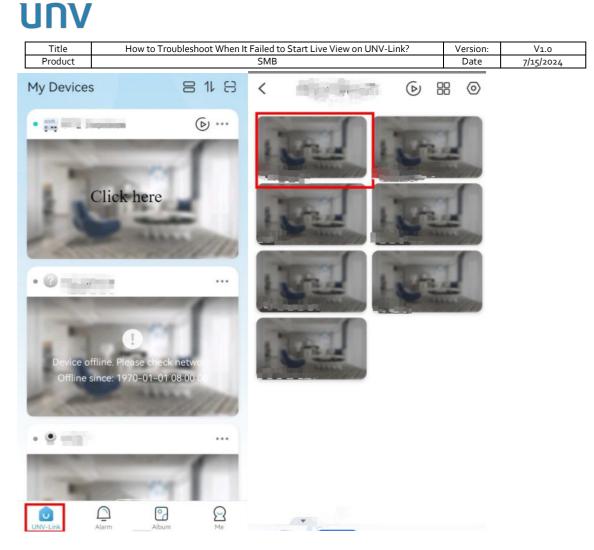
**Step 4** Change the MTU value to 576 on your device.

# unv

Title	How to Troubleshoot When It Failed to Start Live View on UNV-Link			Version:	V1.0	
Product	SMB			Date	7/15/2024	
	Basic	TCP/IP EZCloud DDNS Email				
Camera	Platform	Working Mode	Multi-addres	55	~	
		Select NIC	NIC1		~	
$\bigcirc$	Advanced	Enable DHCP				
VCA		IPv4 Address	172 . 1	- 90	. 101	
		IPv4 Subnet Mask	255 . 25	5.0	. 0	
		IPv4 Default Gateway	172 . 1	- 90	. 1	
Network		IPv6 Mode	Router Adve	rtisement	~	
<u>ب</u>	<u></u>		IPv6 Address			
		IPv6 Prefix Length	64			
System		IPv6 Default Gateway				
		MAC Address				
Backup	MTU(Bytes)	1500 ←				
		Preferred DNS Server	8.8	- 8	. 8	
		Alternate DNS Server	8.8	- 4	. 4	
Storage		Default Route	NIC1		~	

unv	ĺ	🗜 Live View 📖	Playback 🔅 Setup 🌡 Smart
Client	~	TCP/IP	
System	*		
Camera	*	Select NIC	NIC1 V
Storage	*	Enable DHCP	⊖ On ● Off
Alarm	*	IPv4 Address	172.1.90.12
		IPv4 Subnet Mask	255.255.0.0
Alert	*	IPv4 Default Gateway	172.1.0.1
Network	~	IPv6 Mode	Router Advertisement
PPPoE		IPv6 Address	
EZCloud		IPv6 Prefix Length	64
DDNS		IPv6 Default Gateway	:
Port		MAC Address	P 1. 200
Port Mapping		мти	1500
Email			
Multicast		Preferred DNS Server	8.8.8.8
FTP Custom Route		Alternate DNS Server	8.8.4.4
Platform	*		
User	~	PoE NIC IP Addr.	172.16.0.1
Maintenance	*	Save	

**Step 5** 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>