



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

Title	How to Troubleshoot When It Failed to Start Live View on UNV-Link?	Version:	V1.0
Product	SMB	Date	7/15/2024

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.

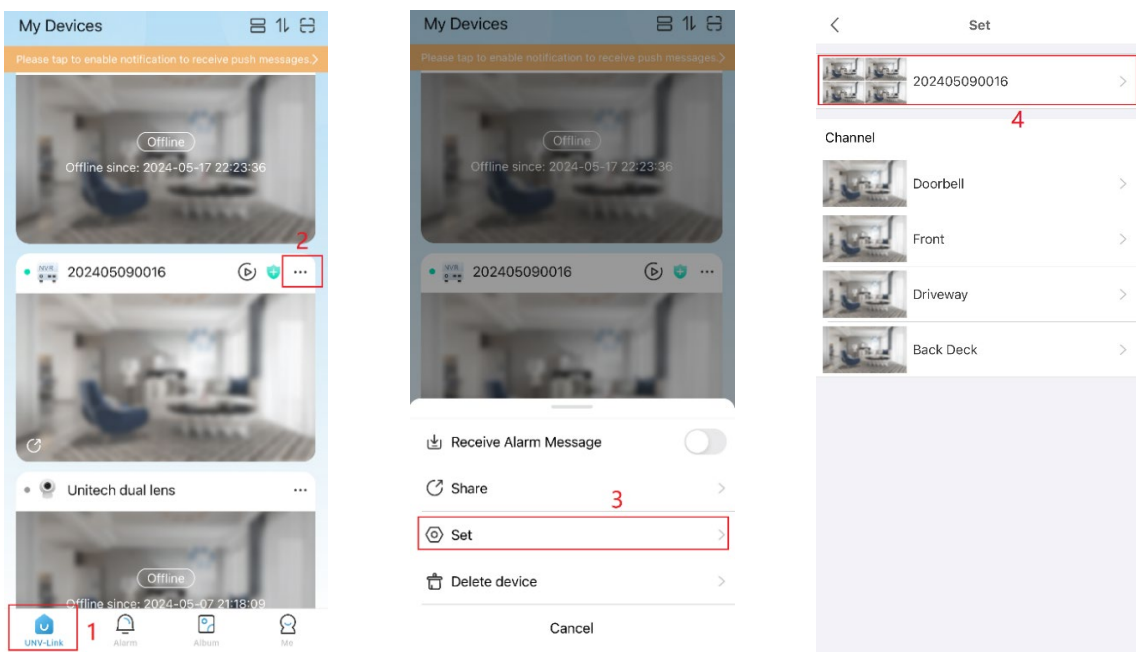
https://global.uniview.com/Support/Service_Hotline/

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.

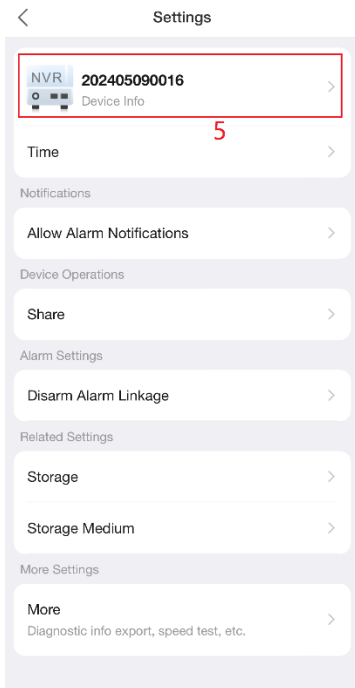
Operating Steps

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.

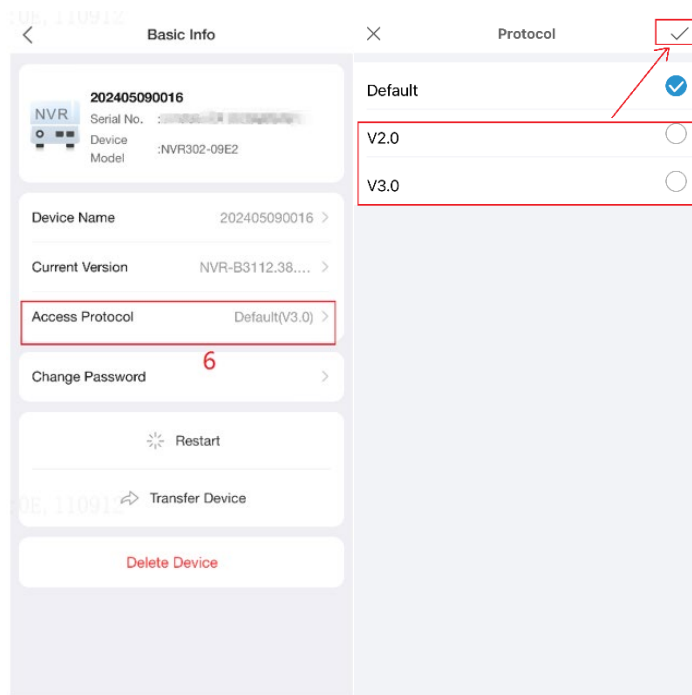
Click **UNV-Link** first, and then click the device you want to set up. Click **Set** to go to the Settings page of the device.



Title	How to Troubleshoot When It Failed to Start Live View on UNV-Link?	Version:	V1.0
Product	SMB	Date	7/15/2024



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



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.

Title	How to Troubleshoot When It Failed to Start Live View on UNV-Link?	Version:	V1.0
Product	SMB	Date	7/15/2024

The screenshot shows the UNV Network configuration interface. The 'Network' menu item is selected in the left sidebar. The 'TCP/IP' tab is active, showing various network settings. The 'MTU (Bytes)' field is highlighted with a red box, and a red arrow points to the value '1500'.

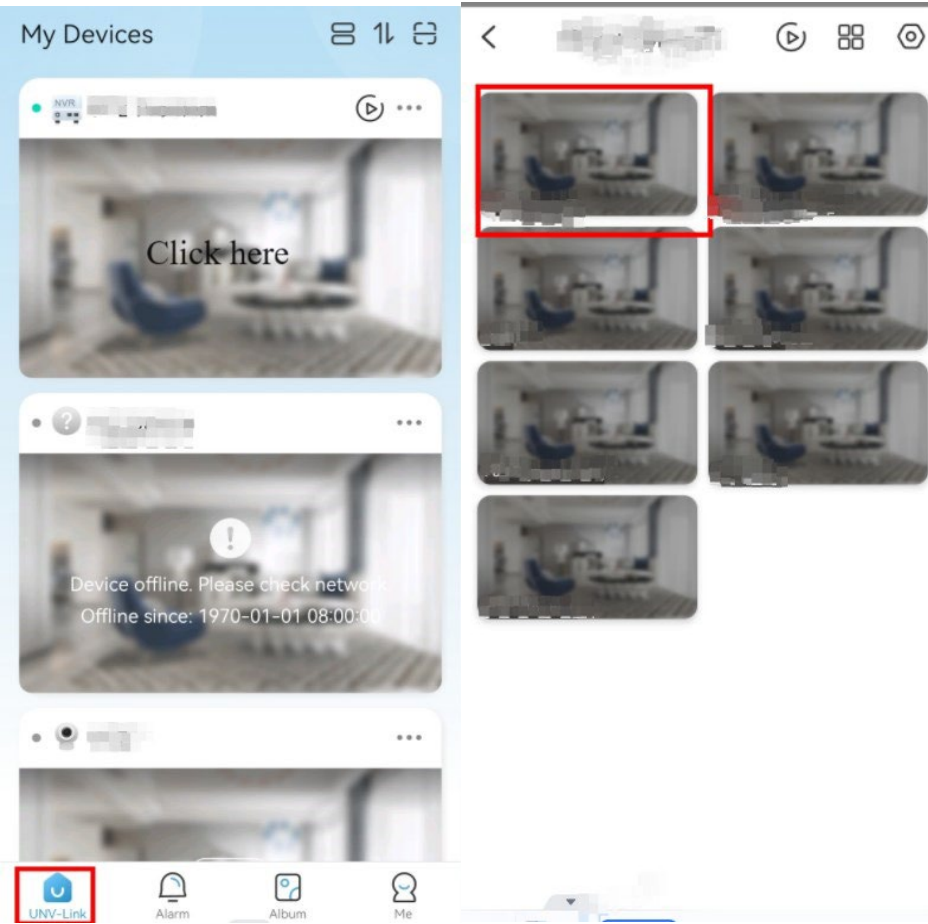
Setting	Value
Working Mode	Multi-address
Select NIC	NIC1
Enable DHCP	<input type="checkbox"/>
IPv4 Address	172 . 1 . 90 . 101
IPv4 Subnet Mask	255 . 255 . 0 . 0
IPv4 Default Gateway	172 . 1 . 90 . 1
IPv6 Mode	Router Advertisement
IPv6 Address	
IPv6 Prefix Length	64
IPv6 Default Gateway	::
MAC Address	
MTU (Bytes)	1500
Preferred DNS Server	8 . 8 . 8 . 8
Alternate DNS Server	8 . 8 . 4 . 4
Default Route	NIC1

The screenshot shows the UNV Setup interface. The 'Setup' menu item is selected in the top navigation bar. The 'TCP/IP' tab is active, showing various network settings. The 'MTU' field is highlighted with a red box, and a red arrow points to the value '1500'.

Setting	Value
Select NIC	NIC1
Enable DHCP	<input type="radio"/> On <input checked="" type="radio"/> Off
IPv4 Address	172.1.90.12
IPv4 Subnet Mask	255.255.0.0
IPv4 Default Gateway	172.1.0.1
IPv6 Mode	Router Advertisement
IPv6 Address	
IPv6 Prefix Length	64
IPv6 Default Gateway	::
MAC Address	
MTU	1500
Preferred DNS Server	8.8.8.8
Alternate DNS Server	8.8.4.4
PoE NIC IP Addr.	172.16.0.1

Step 5 Wait until the device is back online, and then check the live view again.

Title	How to Troubleshoot When It Failed to Start Live View on UNV-Link?	Version:	V1.0
Product	SMB	Date	7/15/2024



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.

https://global.uniview.com/Support/Service_Hotline/