

Title: All cameras cannot connect – New install

Product: SentryVMS Client/Monitor Station

Brief: All cameras cannot connect. Monitor Station uses Direct Display which may have problems with older video cards and laptop video.

Solution: Disable “Use Direct X display”

Select “Tools” from the menu bar.

At the bottom select “Options. . .”

Select “General” tab be sure “Use Direct X display” is unchecked

Click “Okay” to save settings.

Right click on the IP Server icon in the System Tray near the system clock.

Select “Restart IP Server” Restart process could take up to 2 minutes depending on camera response.

Shut down SentryVMS Client and restart it.