



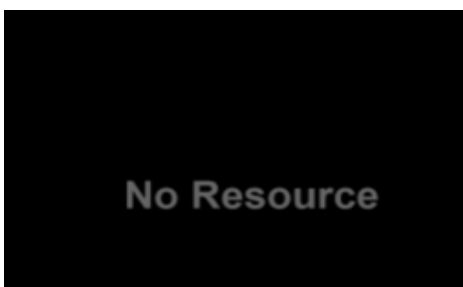
How to Troubleshoot When It Shows No Resource on a Uniview NVR's Monitor?

Title:	How to Troubleshoot When It Shows No Resource on a Uniview NVR's Monitor?	Version:	V1.1
Product:	NVR	Date:	9/26/2023

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Description

Sometimes the camera's live view on the monitor is black with the error message 'No Resource'. This problem is always caused by a higher resolution for this camera on the NVR, which exceeds the NVR's decoding capacity.

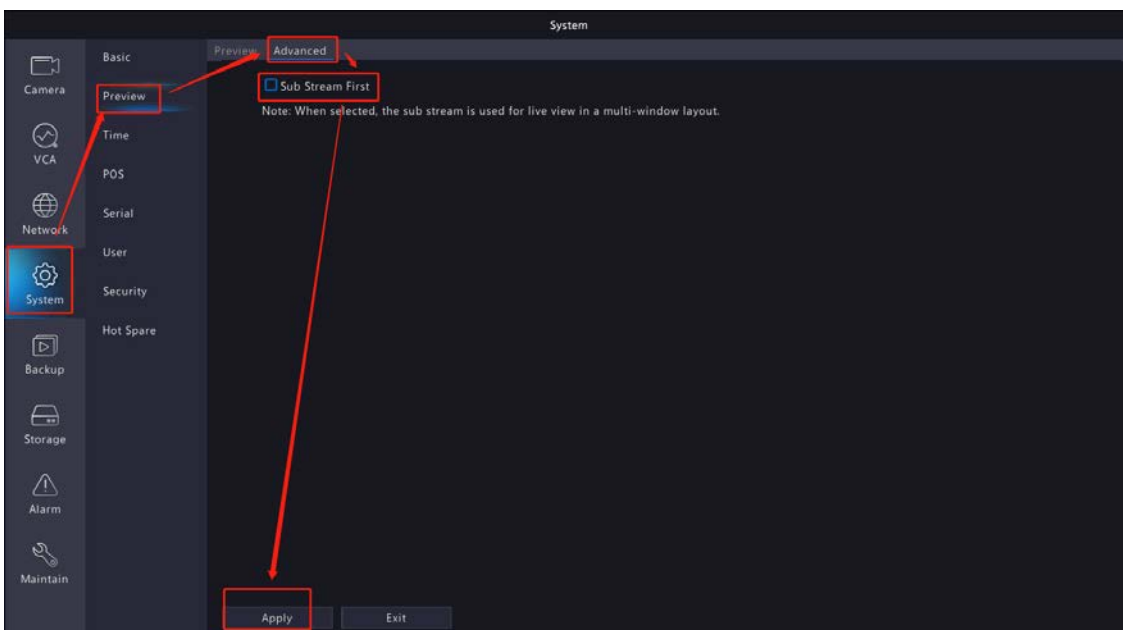


Note: This method is applicable to most of the scenarios. If the method still cannot solve your problem, it is recommended to consult our Tech Support Team.

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

Operating Steps

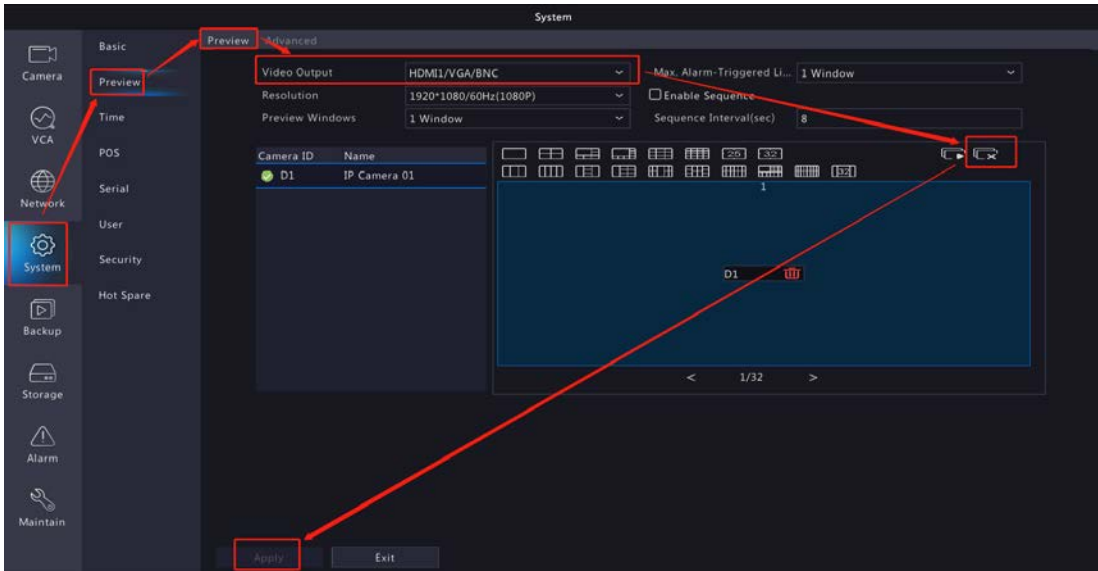
Step 1 Check and make sure the **Sub Stream First** is enabled on the NVR under **Menu>System>Preview>Advanced** (Displaying sub streams of the cameras uses less NVR decoding resources compared to displaying main streams of the same amount of cameras). You can then go back to the live view and see how it works. If the same problem still occurs, go to the next step.



Step 2 Unbind the cameras under from a video output which is not being used to free up decoding resource occupation.

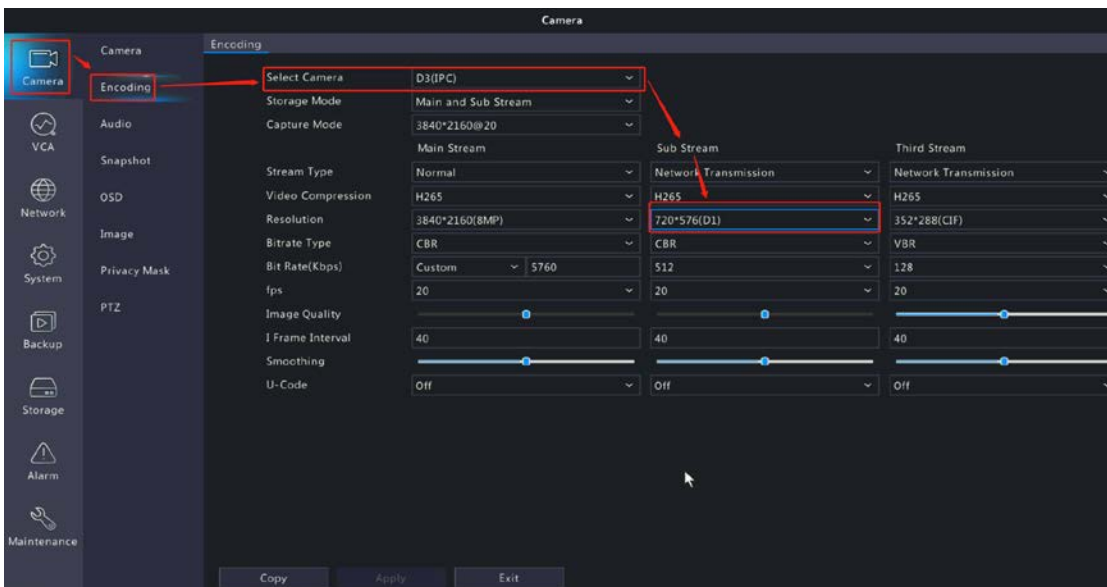
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Find and select the Video Output which is not connected with a monitor under **Menu>System>Preview>Preview** and then click **Disable Preview for All** button. Do not forget to **Apply** the settings. Then you can go back to the live view and see how it works. If the same problem still occurs, go to the next step.



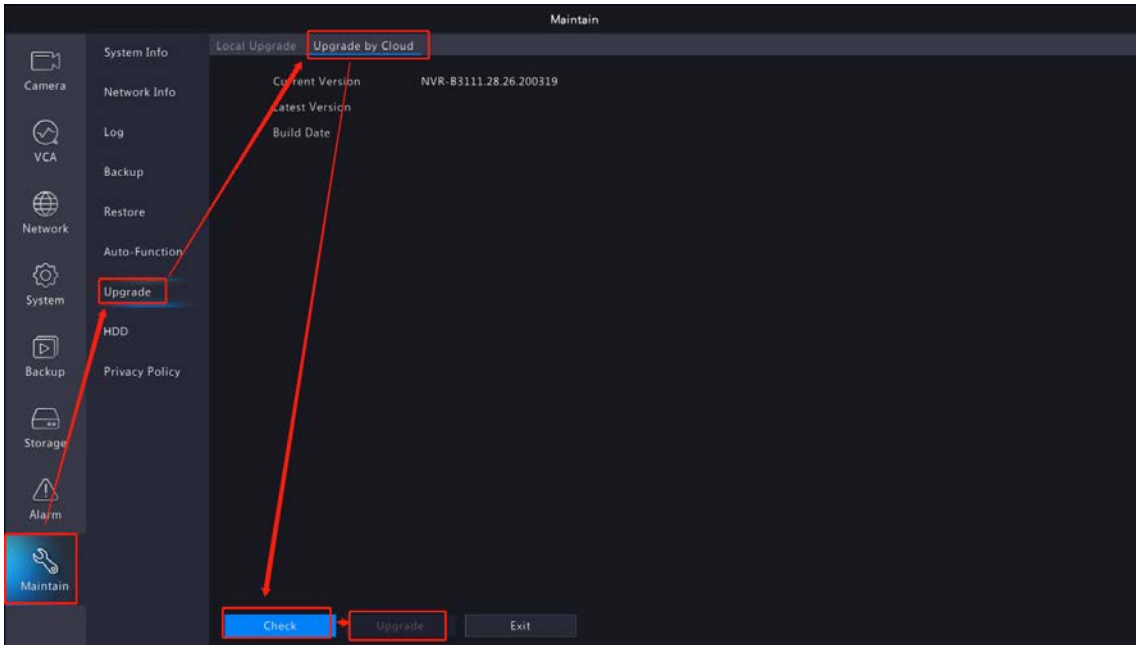
Note: Click Video Output. If it shows HDMI/VGA, then it means that the HDMI/VGA ports are synchronous output. Under this circumstance, no matter the monitor(s) is (are) connected to HDMI or VGA or both, it (they) occupies (occupy) the same amount of NVR decoding resource. If it shows HDMI1/VGA on the first row and HDMI2 on the second row, then it means that HDMI1/VGA are synchronous output, and HDMI2 is asynchronous output as to HDMI1/VGA. Under this circumstance, HDMI1/VGA are using the same decoding resource of the NVR, and HDMI2 is using extra decoding resource of the NVR. In this case, if the monitor is connected to HDMI1 port or VGA port, then the cameras on HDMI2 port need to be deleted for saving the NVR's decoding resource.

Step 3 Select the camera and switch the sub stream resolution to D1 or lower under **Menu>Camera>Encoding** and click **Apply**. This needs to be done for all cameras. You can use the copy function to copy the settings from one camera to other cameras. You can then go back to the live view and see how it works. If the same problem still occurs, please go to the next step.



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Step 4 Check under **Menu>Maintain>Upgrade>Upgrade by Cloud** to see if there is a new version. If so, please upgrade the device. You can then go back to the live view and see how it works. If the same problem still occurs, please contact Uniview Technical Support for further support.



Note:

1. Only when the NVR is connected to EZCloud/EZView and is online on EZCloud/EZView can you upgrade the NVR. If the NVR is not connected to EZCloud/EZView or not online on EZcloud/EZView, please contact Uniview Tech Support for newer firmware for your NVR to do a local upgrade.
2. Please ensure the power and network connection during the whole process of the cloud upgrading, otherwise it may cause damage to the NVR.