



How to Troubleshoot If It Shows Media Stream Not Ready When I Try to Start Live View on EZStation?

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Product	SMB	Date	9/26/2023

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Description

Sometimes when you try to start the live view on EZStation it shows a black screen with the error message 'Media stream not ready'. You may try the solutions below.

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

Please verify firstly if your device is added as local device (in same LAN) or cloud device.

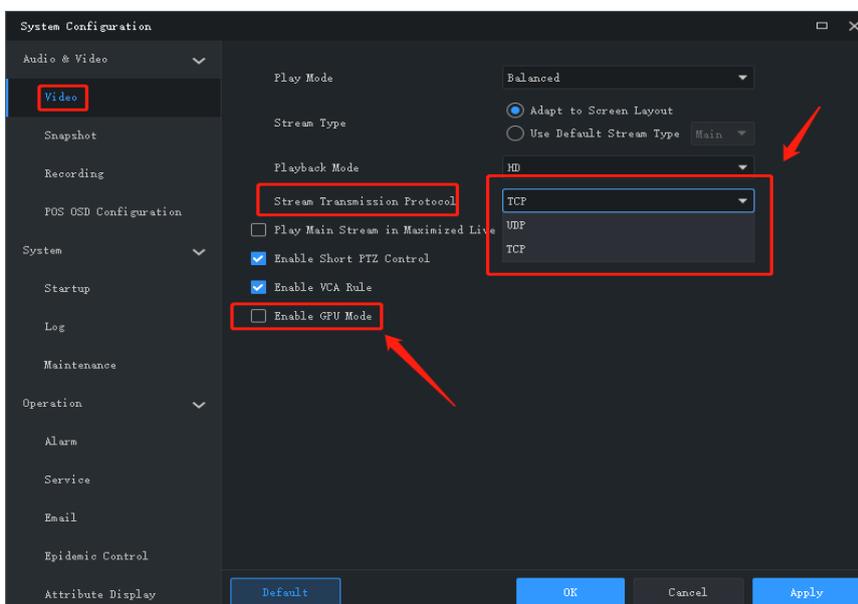
If it is a local device:

Step 1 Turn off the firewall and anti-virus software on your PC.

Step 2 Try to close the live view page and reopen it to start the live view again. You can also try to switch the stream type to see how it works. Restarting EZStation is also a choice for you to test.

Step 3 Restarting the NVR to release all the media streams is also a test we can do to see whether the issue comes from too many media stream requests from different devices.

Step 4 Turn on the GPU mode on your EZStation under **Control Panel>System Configuration** and see how it works. You can also switch between TCP and UDP under **Control Panel>System Configuration** to test.



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Step 5 Upgrade your EZStation to the latest version. You can always find the latest version of EZStation from Uniview’s official website: <https://global.uniview.com/>

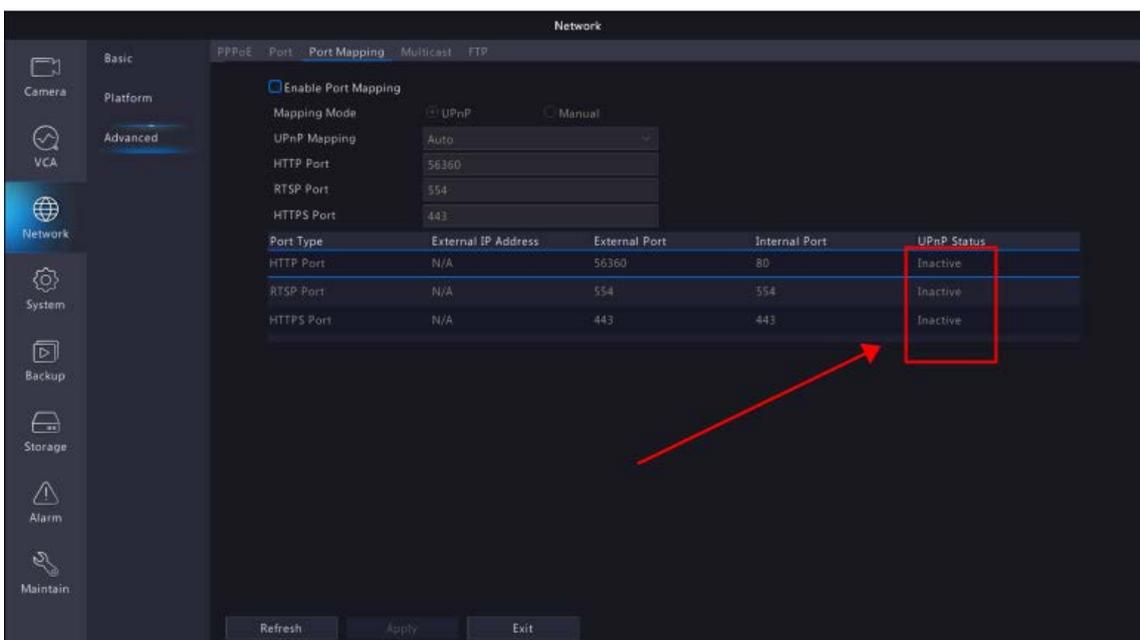
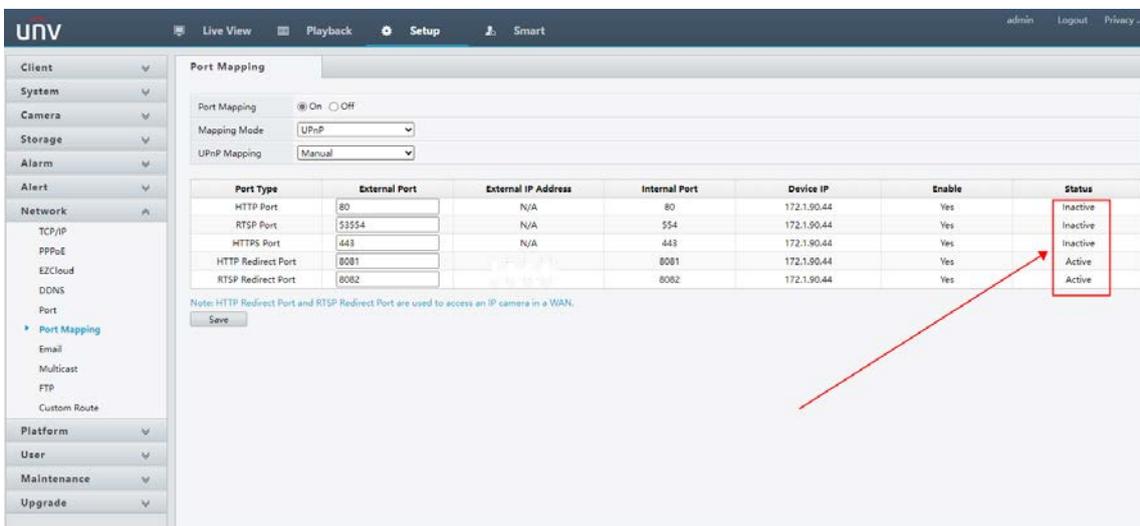
Step 6 Upgrade your NVR and cameras to the latest firmware version via cloud or locally.

If it is a cloud device:

Check the port mapping status of the NVR and make sure the HTTP and RTSP ports of the device are forwarded successfully.

Below are 2 methods that you can use to check your device’s port mapping status.

Method 1 Check port mapping status on device itself.



Method 2 Check port mapping status through PC Command Prompt.



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Note: The command used to test port mapping status is *telnet [device's public IP] [external port number]*

Or contact Uniview tech support to get a more detailed guidance.

You can then try the 6 steps above in the first scenario.

Note: It is recommended to forward the RTSP port into one that is larger than 10 000 so that it will not be occupied in the local network.