Milesight-Troubleshooting
NVR Plugin Installation

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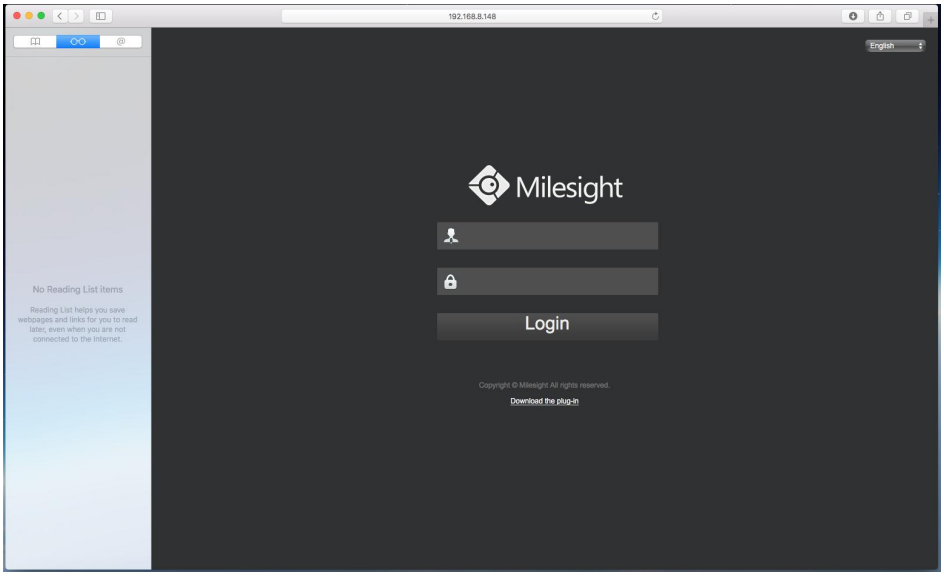
Milesight NVR can support to view the live video under MAC OS or windows, but the plugin "NVRComponent.dmg"on MAC OS or "WebView Activex"on Windows should be installed first.

For details, please refer to the steps as follows:

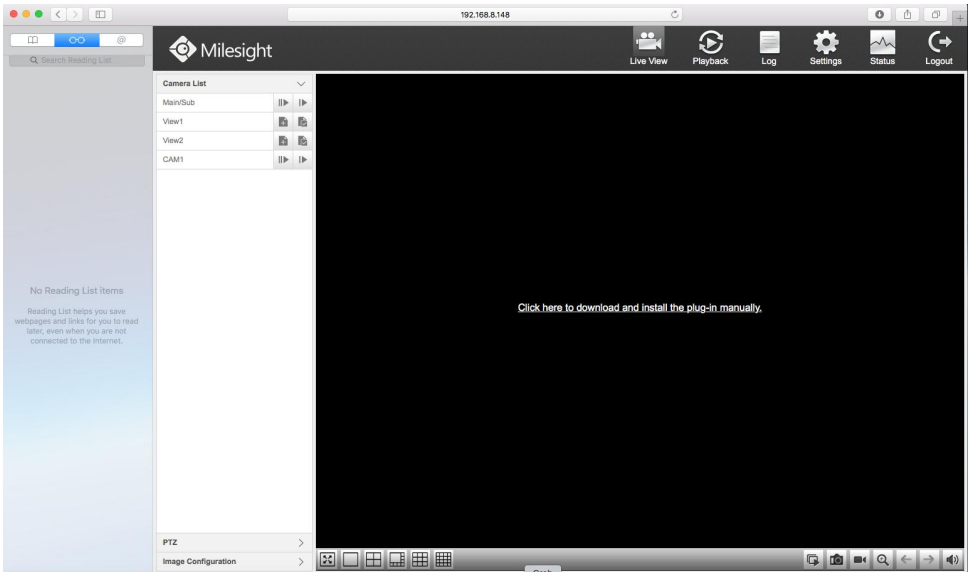
1.MAC OS

Note: You can install the plug in successfully on safari. The chrome does not support.

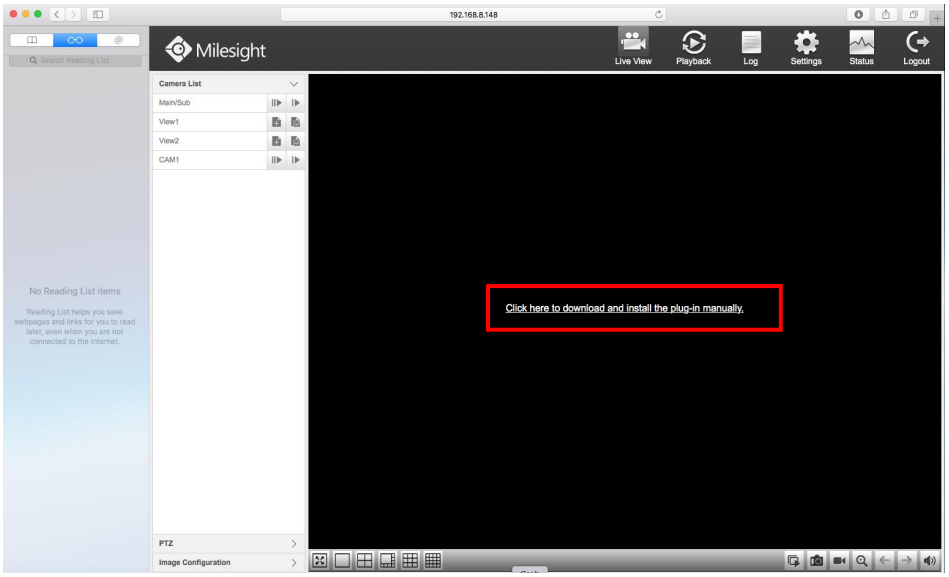
Step1: Open the camera web page via Safari, the web interface is as following:

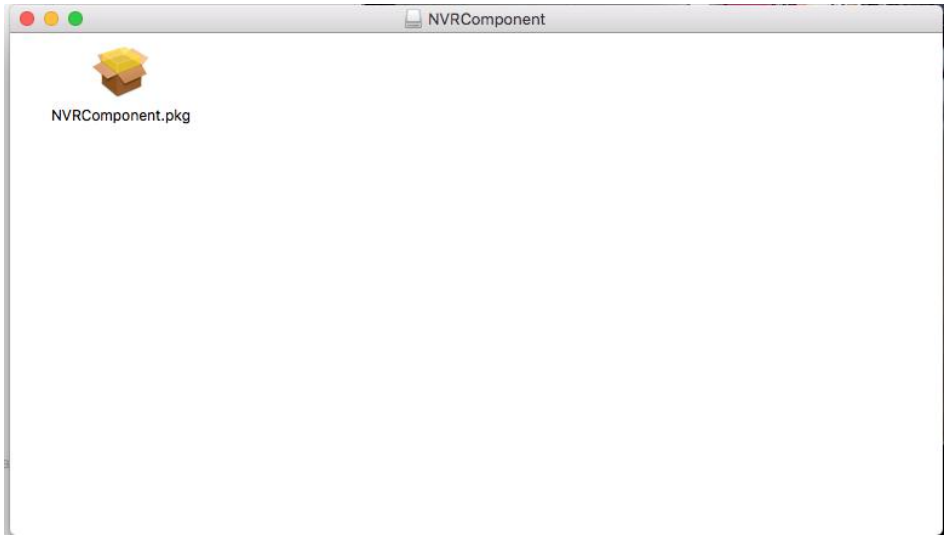


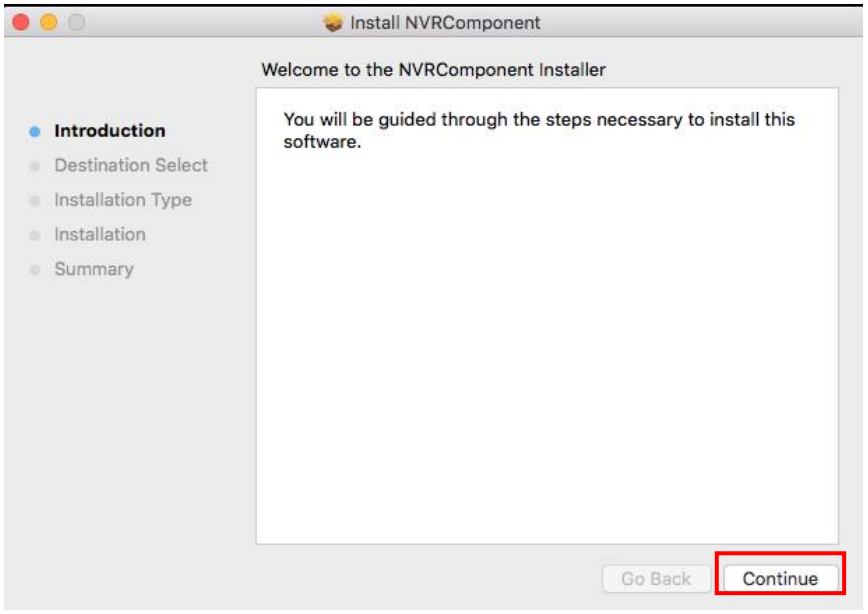
Step2: After logging in, the web interface is as following without installing plugin.

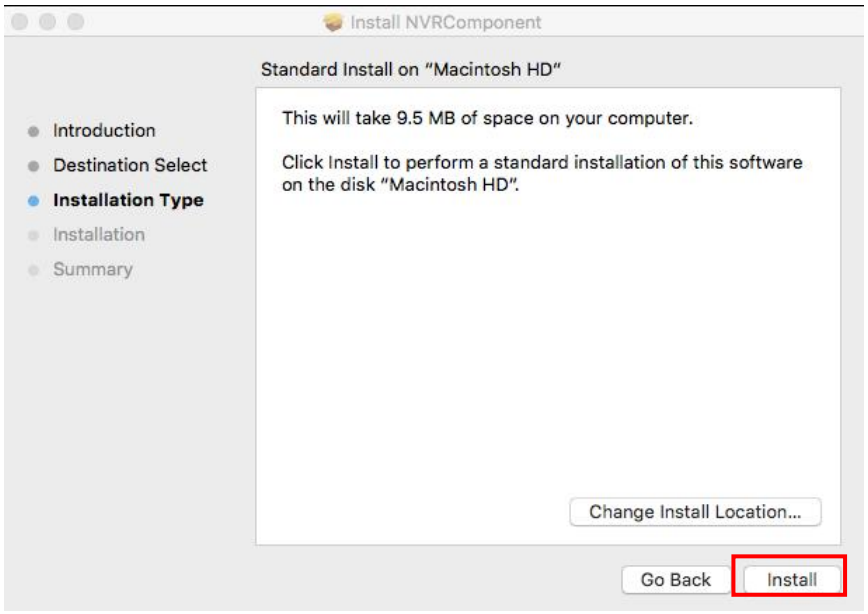


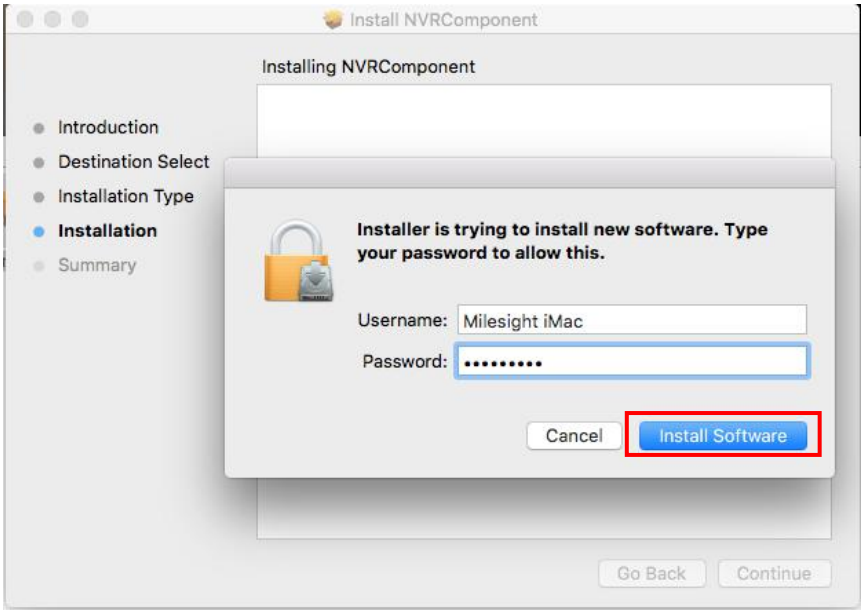
Step3: Click the link on the center of the black screen to download the plugin. Double click the "NVRComponent.dmg" downloaded, which will then turn into "NVRComponent.pkg", double click the file to start installing.

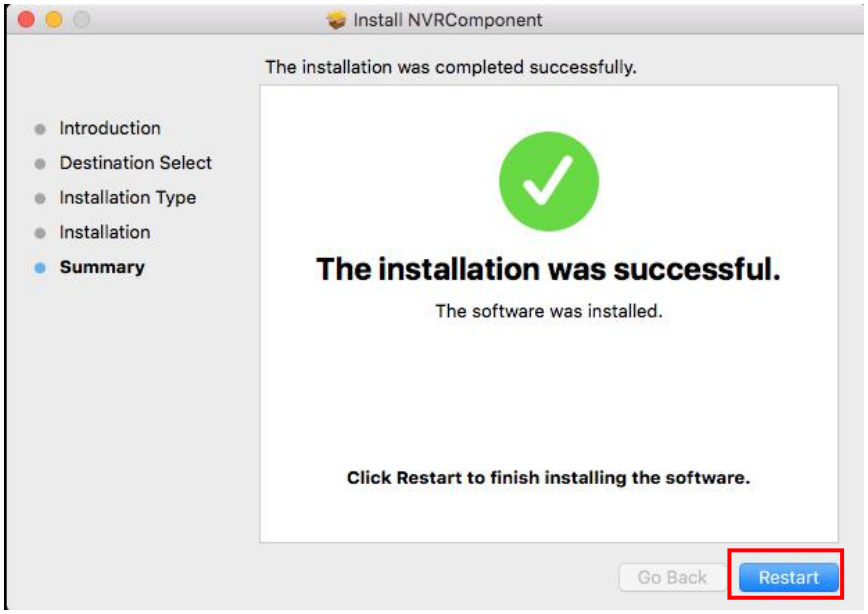

192.168.8.148
Milesight
Live View
Playback
Log
Settings
Status
Logout
Camera List
Main/Sub
View1
View2
CAM1
No Reading List items
Click here to download and install the plug-in manually.
PTZ
Image Configuration


NVRComponent
NVRComponent.pkg

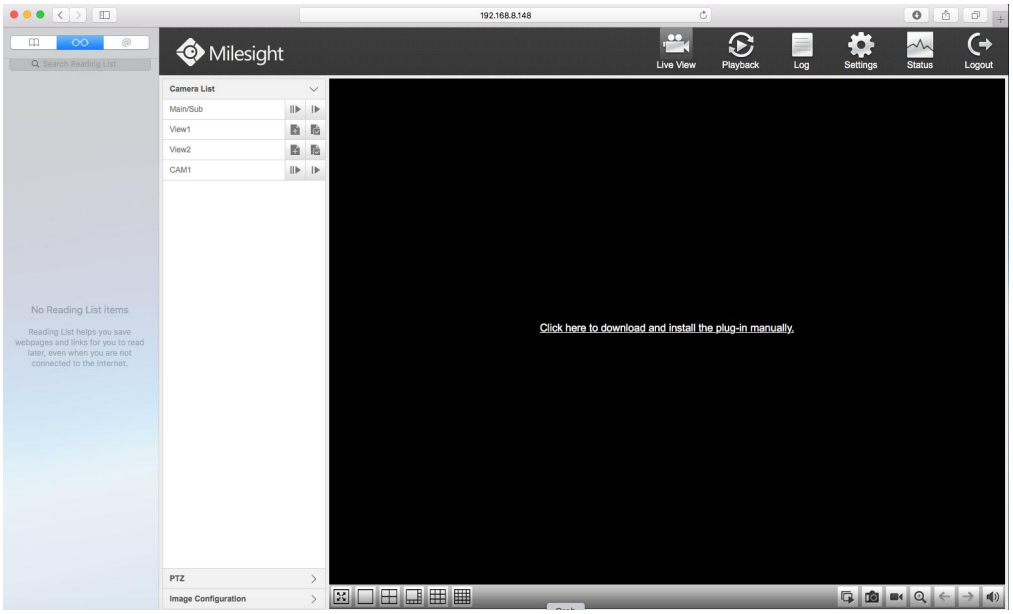

Install NVRComponent
Welcome to the NVRComponent Installer
Introduction
Destination Select
Installation Type
Installation
Summary
You will be guided through the steps necessary to install this software.
Go Back
Continue


Install NVRComponent
Standard Install on "Macintosh HD"
Introduction
Destination Select
Installation Type
Installation
Summary
This will take 9.5 MB of space on your computer.
Click Install to perform a standard installation of this software on the disk "Macintosh HD".
Change Install Location...
Go Back
Install

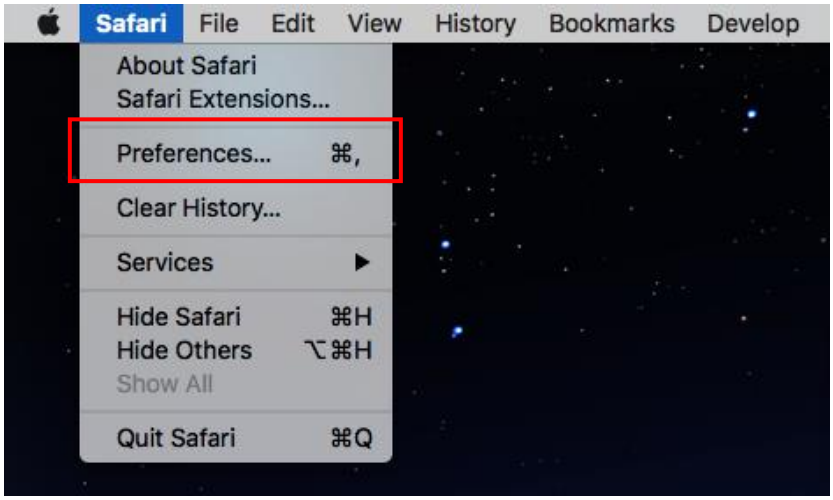

Install NVRComponent
Installing NVRComponent
Introduction
Destination Select
Installation Type
Installation
Summary
Installer is trying to install new software. Type your password to allow this.
Username: Milesight iMac
Password: ••••••••
Cancel
Install Software
Go Back
Continue

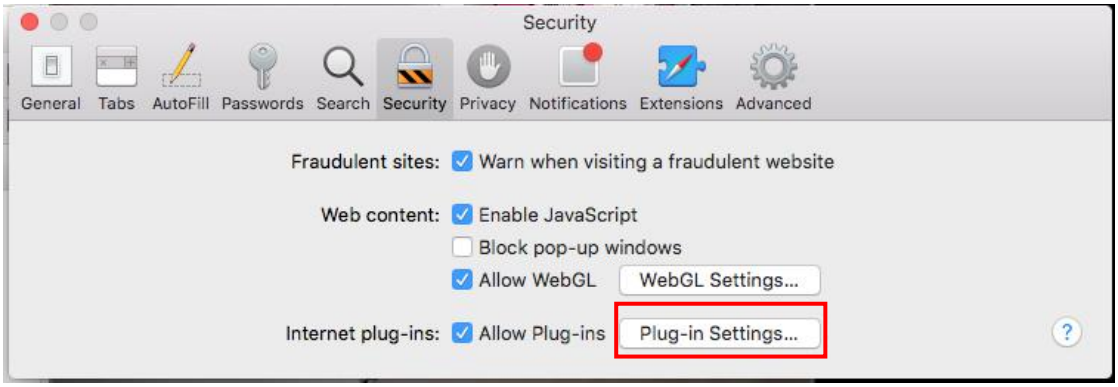

Install NVRComponent
The installation was completed successfully.
Introduction
Destination Select
Installation Type
Installation
Summary
The installation was successful.
The software was installed.
Click Restart to finish installing the software.
Go Back
Restart

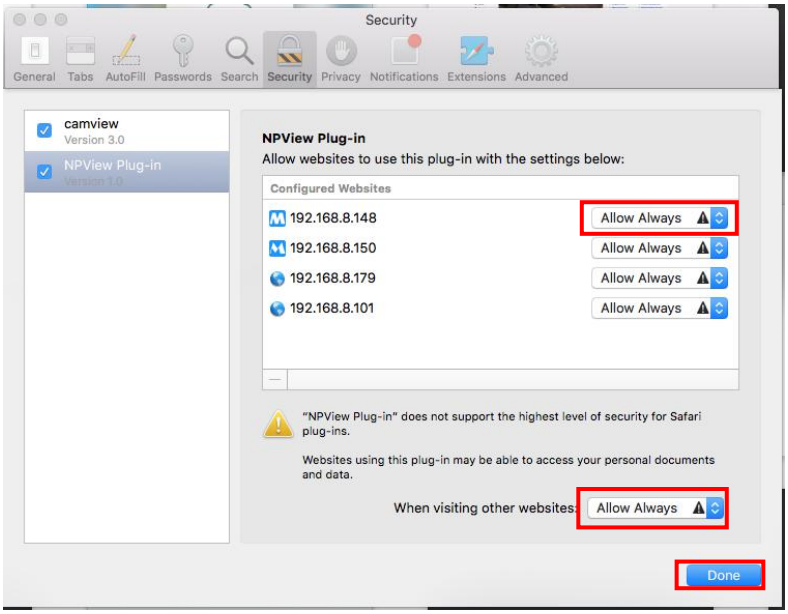
Step4: Restart your MAC system, log in camera web page again, you will find the screen still be black:



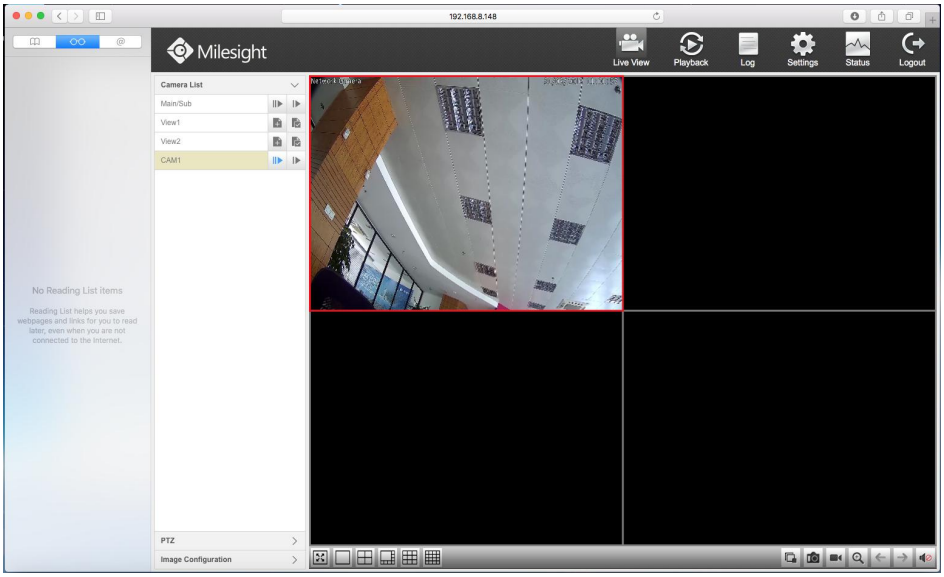
Step5: Enter Preferences option under Safari menu, allow the NVR plugin to run.







Step6: After allowing the plugin to run, refresh the NVR web page, the live view will show up now.

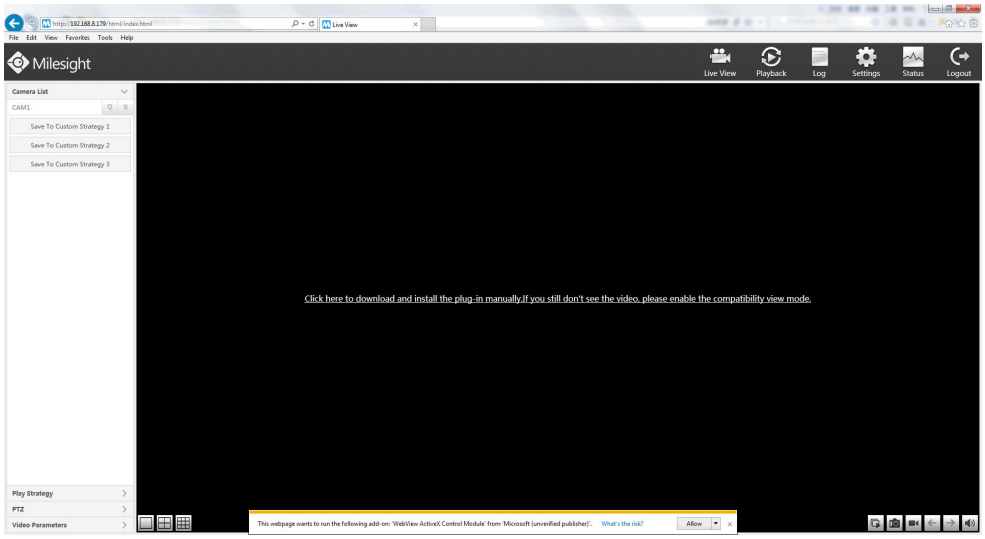


2.Windows

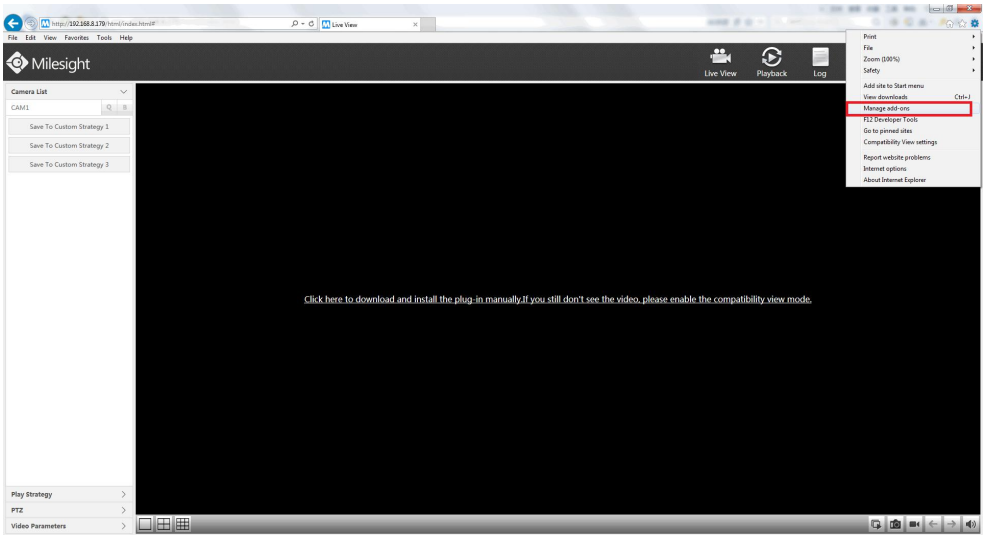
1) IE:

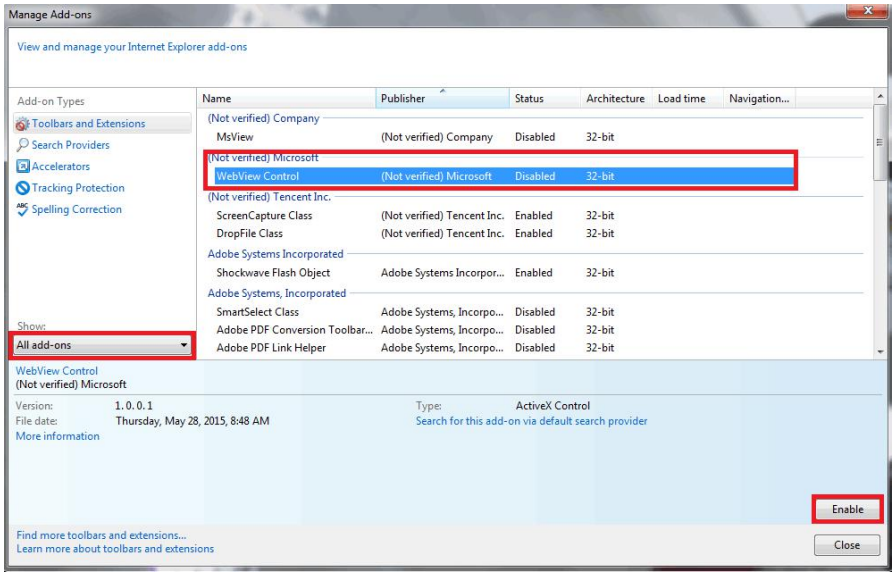
If you have installed Activex but the web page of the camera is still black, please follow these steps to check your problem:

Step1: Please allow the web page to run "WebView Activex" and refresh your browser.



Step2: Enable the "WebView Activex" in Manage add-ons and refresh your IE browser:



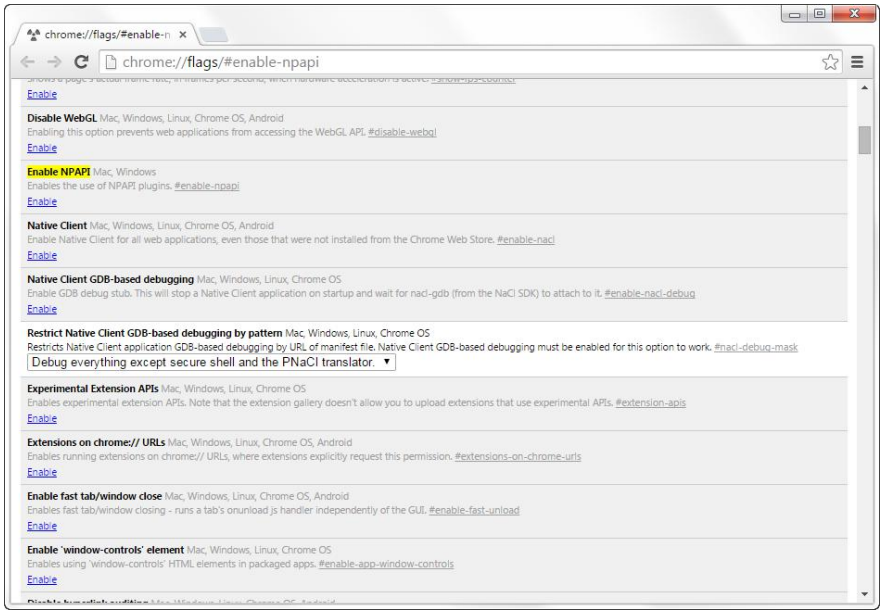


2) Chrome:

If the chrome version is grater than 42, the NPAPI will be blocked by default, the NPAPI is necessary for us to viewing the live videos on chrome. To solve this problem, we need to enable the NPAPI manually.

Note: The Plugin cant be installed successfully when the Chrome's version is above 45.

Step1: Type **chrome://flags/#enable-npapi** in chrome address bar.



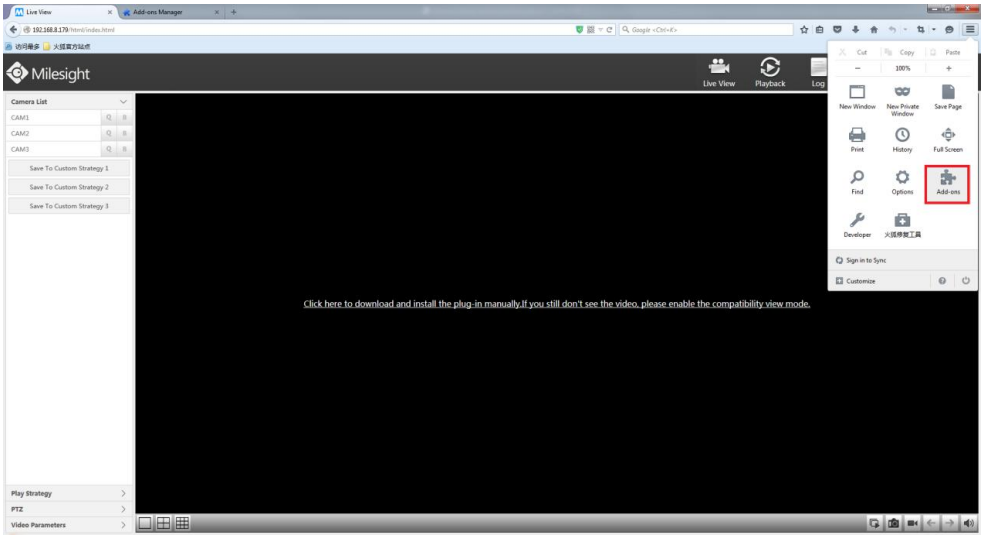
Step2: Enable the NPAPI which is covered with yellow color.

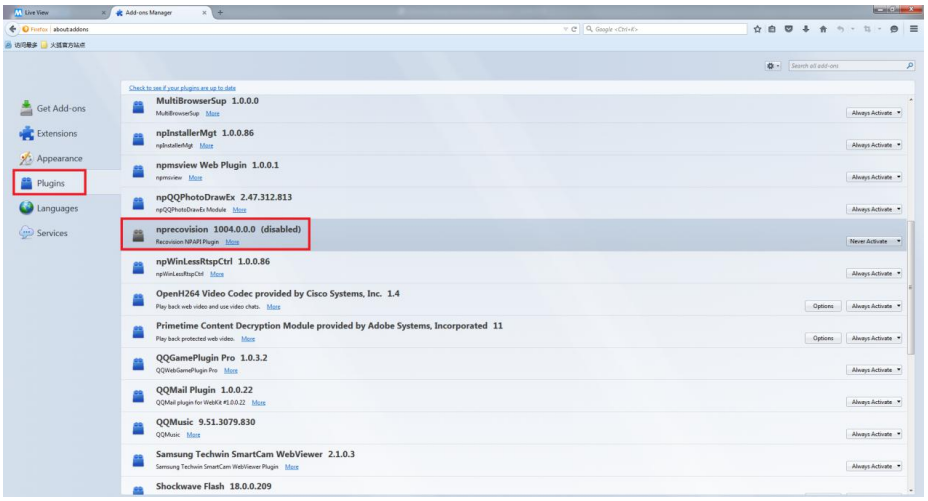
Step3: Restart the chrome browser.

1) Firefox

If you have installed Activex but the web page of the camera is still black on Firefox browser, please follow these steps to check your problem:

Step1: Enter add-on web page, then go to plugin module:





Step2: Set the plugin to “Always Activate”.

Step3: Restart the browser.