



NVR - Local & Web Live View

Fuzzy Screen Images

Revision History

Author	Version	Release Note	Date	Audit
Stephen	V1.0	General Troubleshooting	2021.8.10	Lyndon

[NVR - Local & Web Live View] Fuzzy Screen Images

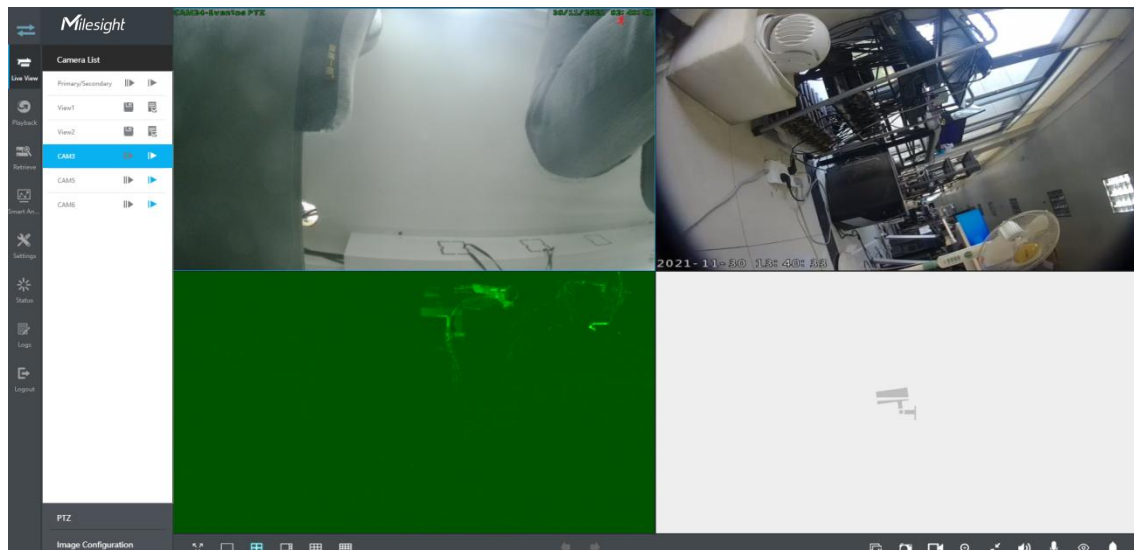
Description

Fuzzy Screen Images **of channels** on Live View page. Fuzzy Screen Images contains Image broken, Distortion, Blur, Green screen, etc.as shown below:

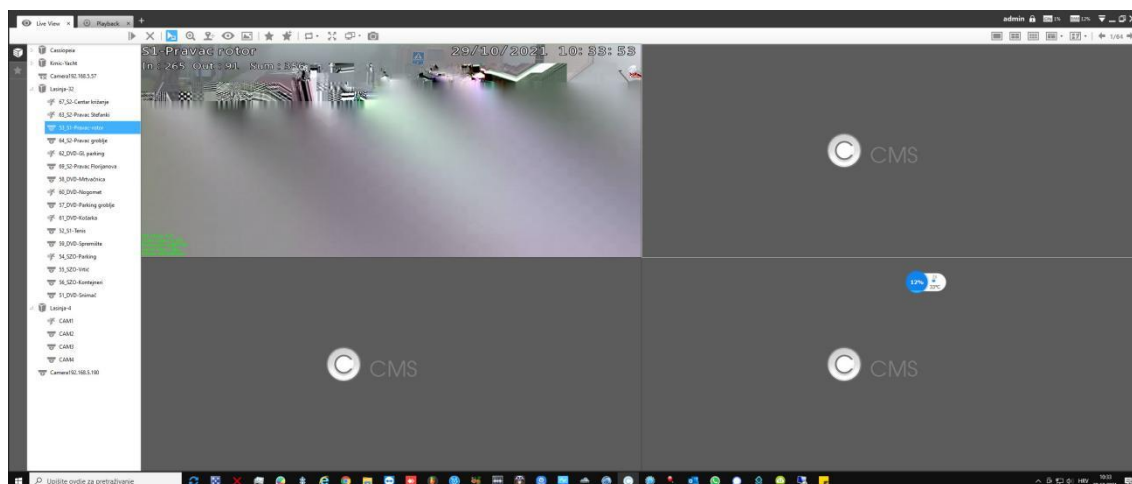
Local Monitor:



Web:



CMS:

**Note:**

Before starting troubleshooting the image broken issue, we strongly recommend that the NVR firmware be upgraded to the latest version, which will optimize the transport protocol automatically.

Cause

1. [Network Issues](#)
2. [Video Cable Issues](#)

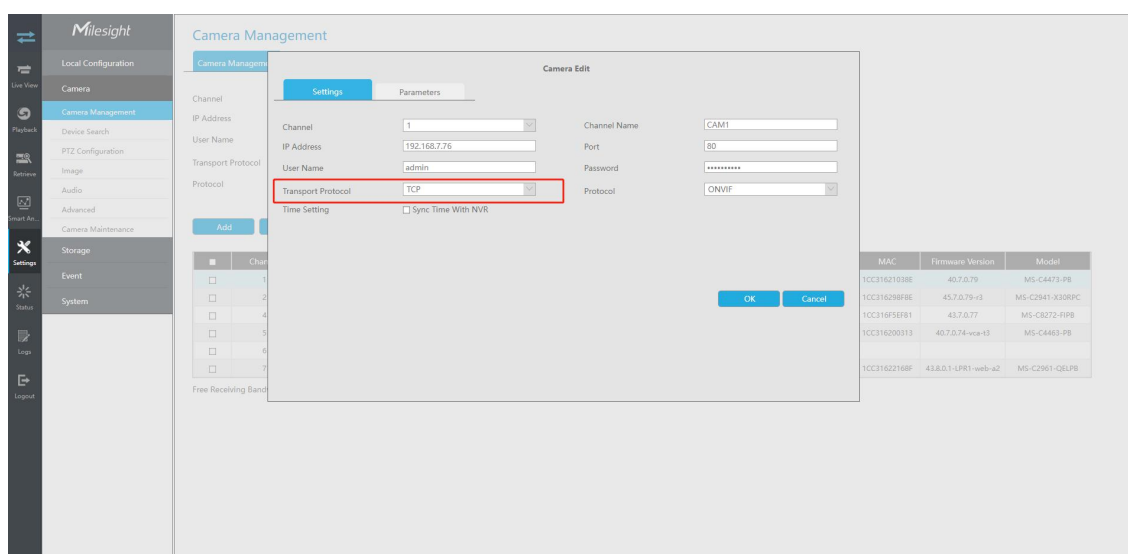
Resolution**1. Network Issues**

Normally, the Fuzzy Screen Images issues are caused by network connection. So most of such issues can be solved by below solutions.

1.1 Transport Protocol

Make sure the Transport Protocol is TCP.

Compared with UDP, TCP is reliable as it guarantees the delivery of data to the destination host. It can effectively reduce the probability of image broken.

**Note:**

7X.9.0.11 (2021/2) add Auto option to Transport Protocol. It will connect to camera through TCP by

default. But sometimes, if the TCP is not available on camera, it will switch to UDP.

1.2 Poor Connection Status

Ideally, the ping delay time <1ms is the best network environment. Any environment with delay time >1ms may cause image broken issues.

You can check the network status through pinging desired camera IP.

Path:

Status - Network Status - Network Test - Input desired camera IP in Destination Address box. - Start

The screenshot shows the Milesight web interface. On the left sidebar, the 'Status' menu is expanded, and 'Network Status' is selected. In the main area, the 'Network Test' tab is active. The 'Destination Address' is set to '192.168.7.76'. The 'Test Result' section displays a series of ping tests with the following data:

```

64 bytes from 192.168.7.76: seq=49 ttl=64 time=1.001 ms
64 bytes from 192.168.7.76: seq=50 ttl=64 time=1.847 ms
64 bytes from 192.168.7.76: seq=51 ttl=64 time=1.077 ms
64 bytes from 192.168.7.76: seq=52 ttl=64 time=1.520 ms
64 bytes from 192.168.7.76: seq=53 ttl=64 time=2.757 ms
64 bytes from 192.168.7.76: seq=54 ttl=64 time=1.275 ms
64 bytes from 192.168.7.76: seq=55 ttl=64 time=3.237 ms
64 bytes from 192.168.7.76: seq=56 ttl=64 time=9.039 ms
64 bytes from 192.168.7.76: seq=57 ttl=64 time=1.903 ms
64 bytes from 192.168.7.76: seq=58 ttl=64 time=1.868 ms
64 bytes from 192.168.7.76: seq=59 ttl=64 time=2.363 ms

--- 192.168.7.76 ping statistics ---
60 packets transmitted, 60 packets received, 0% packet loss
round-trip min/avg/max = 0.075/6.325/10.233 ms
  
```

Buttons for 'Start' and 'Stop' are visible at the bottom of the test results.

1.3 Switch Capability Limitation

Generally, if the NVR connect to more than 5 channels of cameras, we recommend using Gigabit Switch.

You can check if the Switch is Gigabit Switch via below path:

Status - Network Status - Connection

If there is 1000Mbps, the NVR is connected through 1000Mbps port.

The screenshot shows the Milesight web interface with the 'Connection' tab selected under 'Network Status'. It displays the network configuration for two LAN ports, LAN1 and LAN2.

Receive Bandwidth			
Free	Used		
300.48Mbps	15.52Mbps		

LAN1			
Connection	Link is up - 100Mbps Duplex		
IPv4 DHCP	Disable	IPv6 Mode	Manual
IP Address	192.168.7.79	IPv6 Address	
IPv4 Netmask	255.255.240.0	IPv6 Prefix Length	
IPv4 Gateway	192.168.9.2	IPv6 Gateway	
Preferred DNS Server	8.8.8.8	Alternate DNS Server	
MAC	1C:C3:16:0A:26:C0	MTU	1500
Receive Rate	27.72Mbps	Send Rate	473.71Kbps

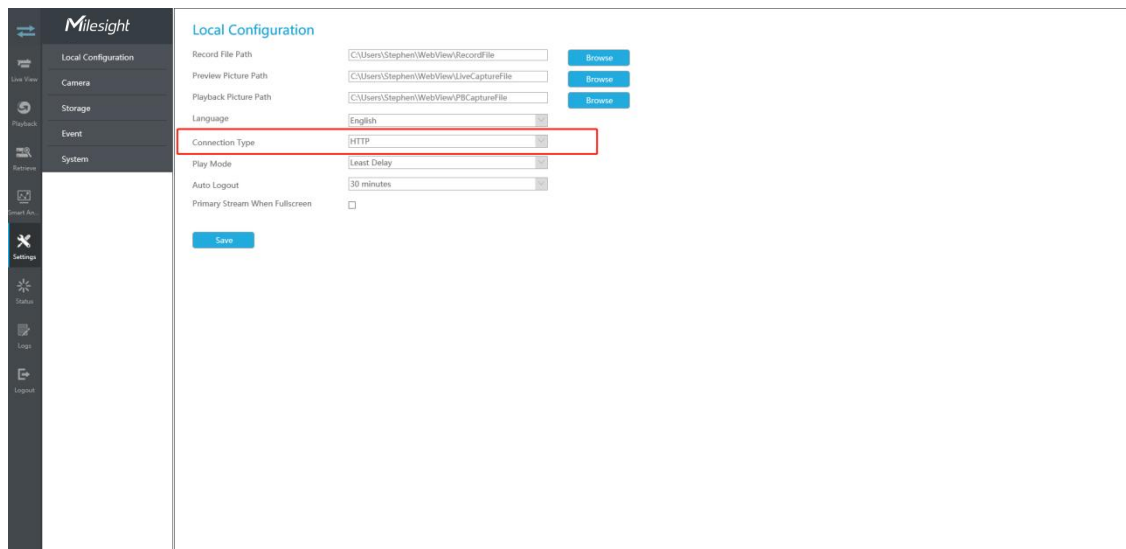
LAN2			
Connection	Link is down - 0Mbps Half Duplex		
IPv4 DHCP	Disable	IPv6 Mode	Manual
IP Address	192.168.7.78	IPv6 Address	
IPv4 Netmask	255.255.240.0	IPv6 Prefix Length	
IPv4 Gateway	192.168.7.1	IPv6 Gateway	
Preferred DNS Server	8.8.8.8	Alternate DNS Server	
MAC	1C:C3:16:0A:26:C1	MTU	1500
Receive Rate	0.00Kbps	Send Rate	0.00Kbps

Note:

We recommend that using Cat5 or Cat6 network cable to match Gigabit Switch.

1.4 HTTP Stream Switch

For those IE web page, if above resolutions do not resolve the problem, please check if the Connection Type is HTTP.



Note:

This is only for IE web page. Edge, Chrome will play HTTP stream by default and don't have such page.

2. Video Cable Issues

If the problem ONLY occur on Local Monitor but other sides are normal, we need to consider whether the video cable is good.

As you can see below picture, the entire screen image is blurred. In this case, you can try to exchange good HDMI/VGA cable to test if the problem is solved.

