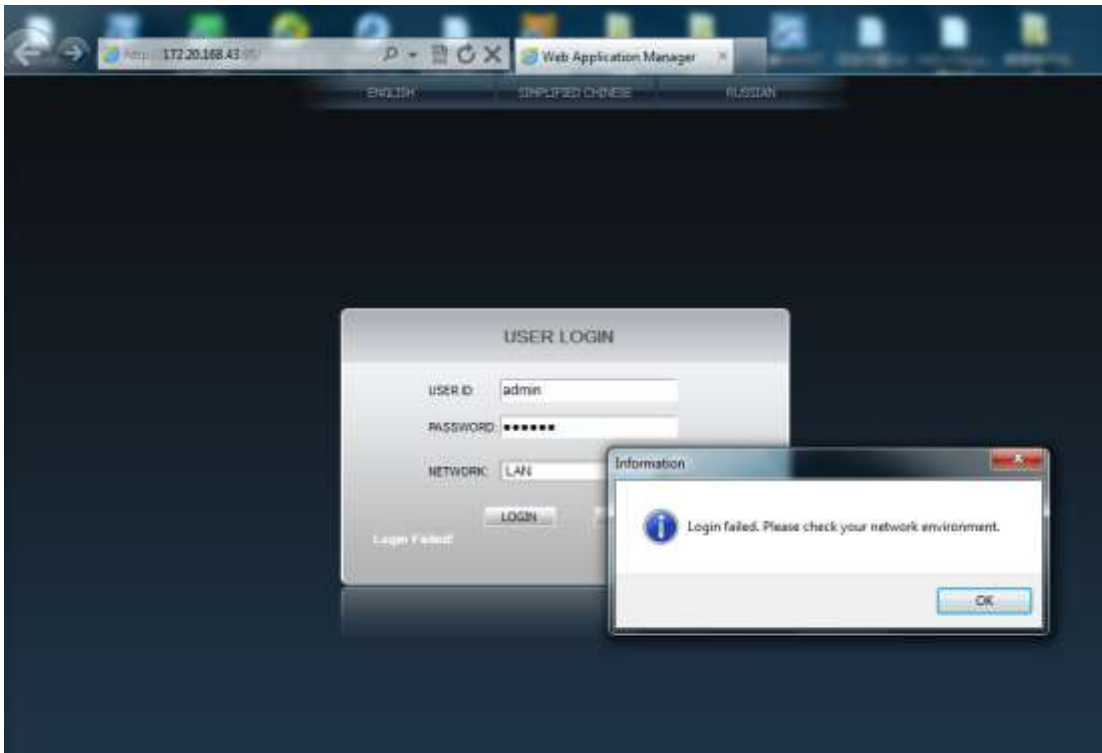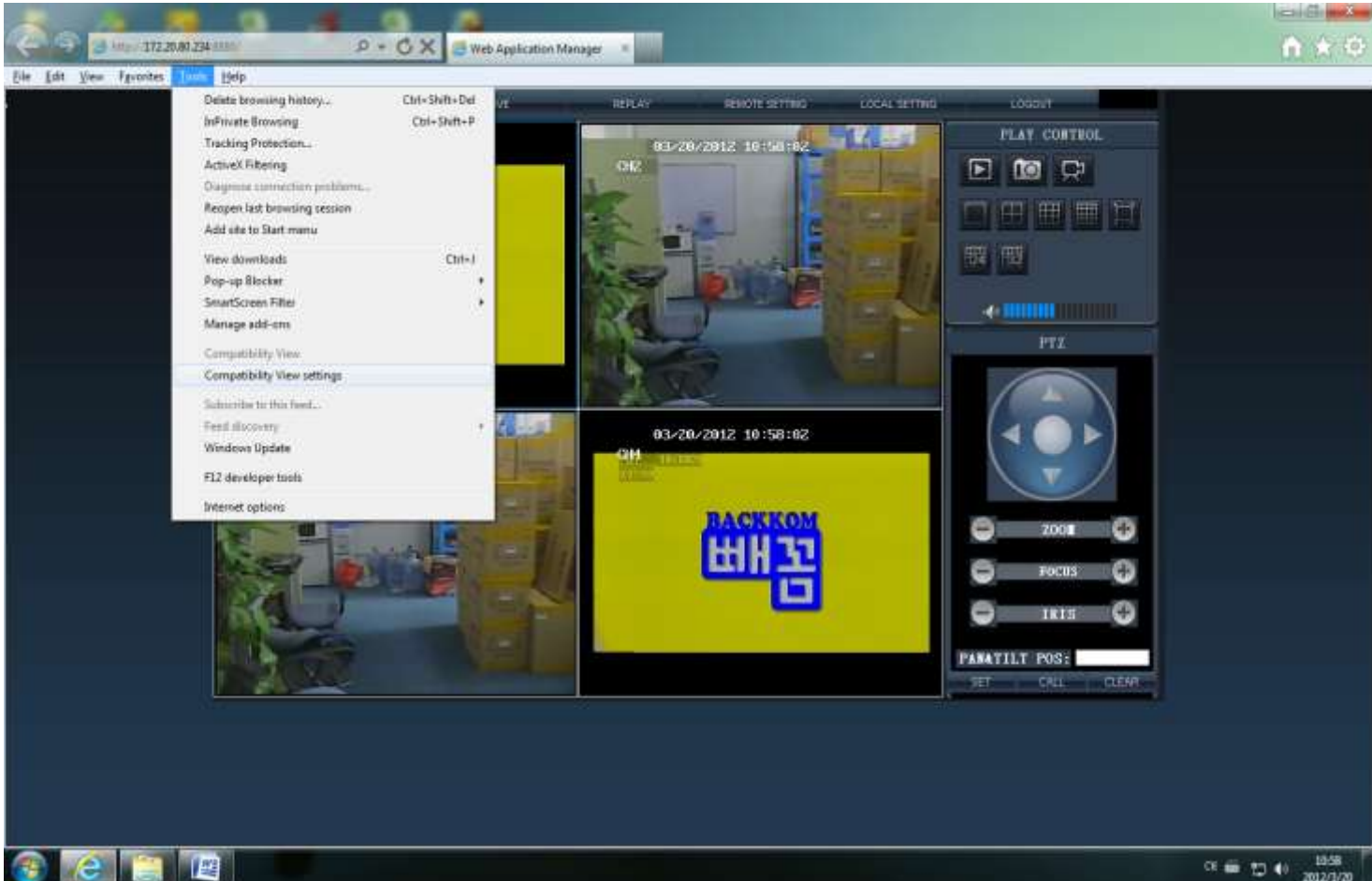Problem one: If Login failed as follows:
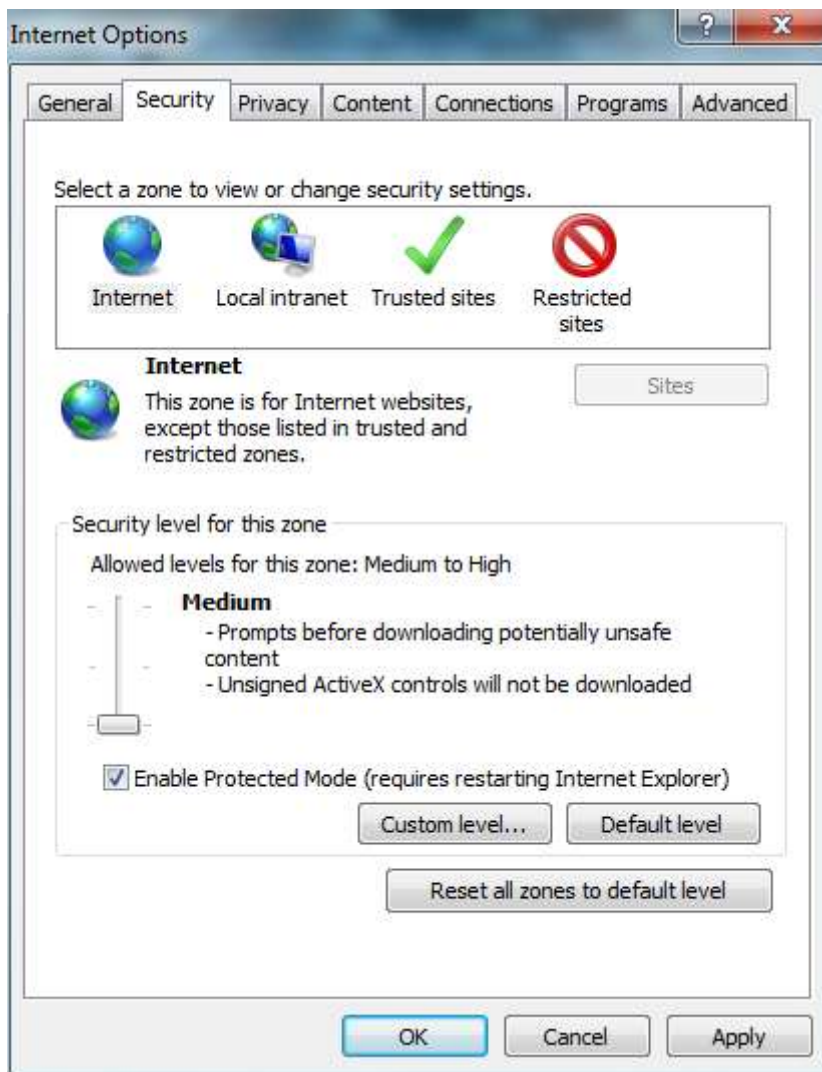

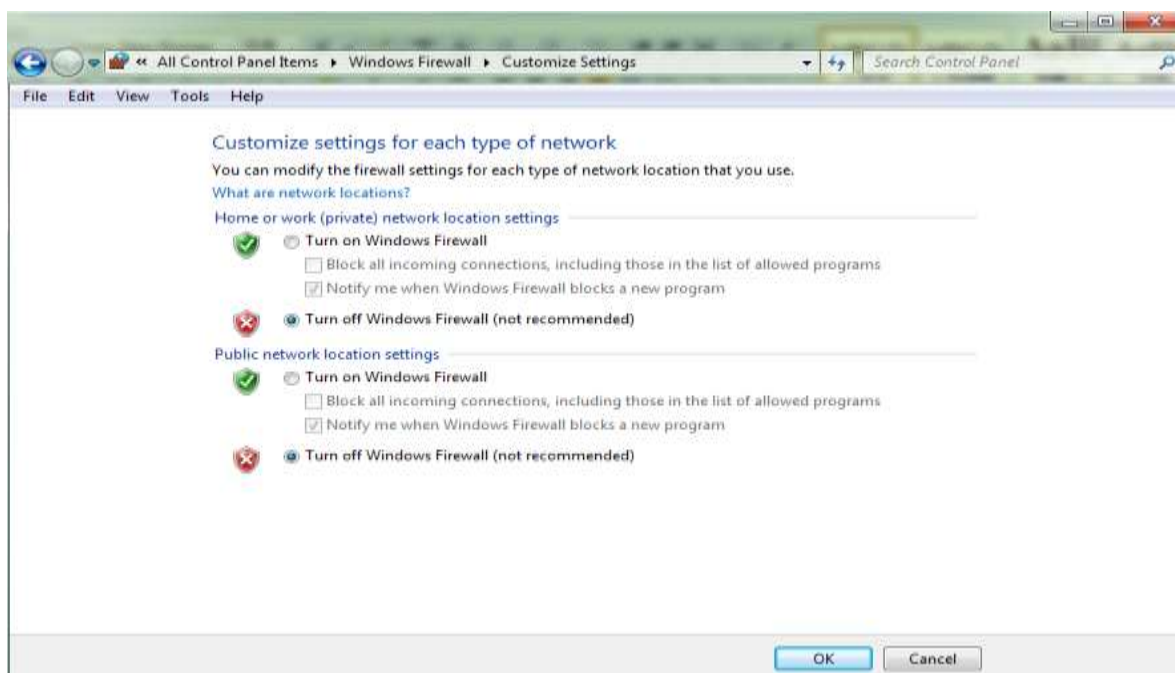When you login DVR, the dialogue said 【Login failed, please check your network】

Solution:：
1. open IE;
2.press 【alt】, you will see IE menu

3. Click 【Tools】-> 【Compatibility view settings】, then select 【Display all websites in the compatible videos】 Then click 【Close】
4. Select 【Tools】-> 【internet 】-> 【**Safety**】**, select the most dangerous one, then click 【Confirm】**.
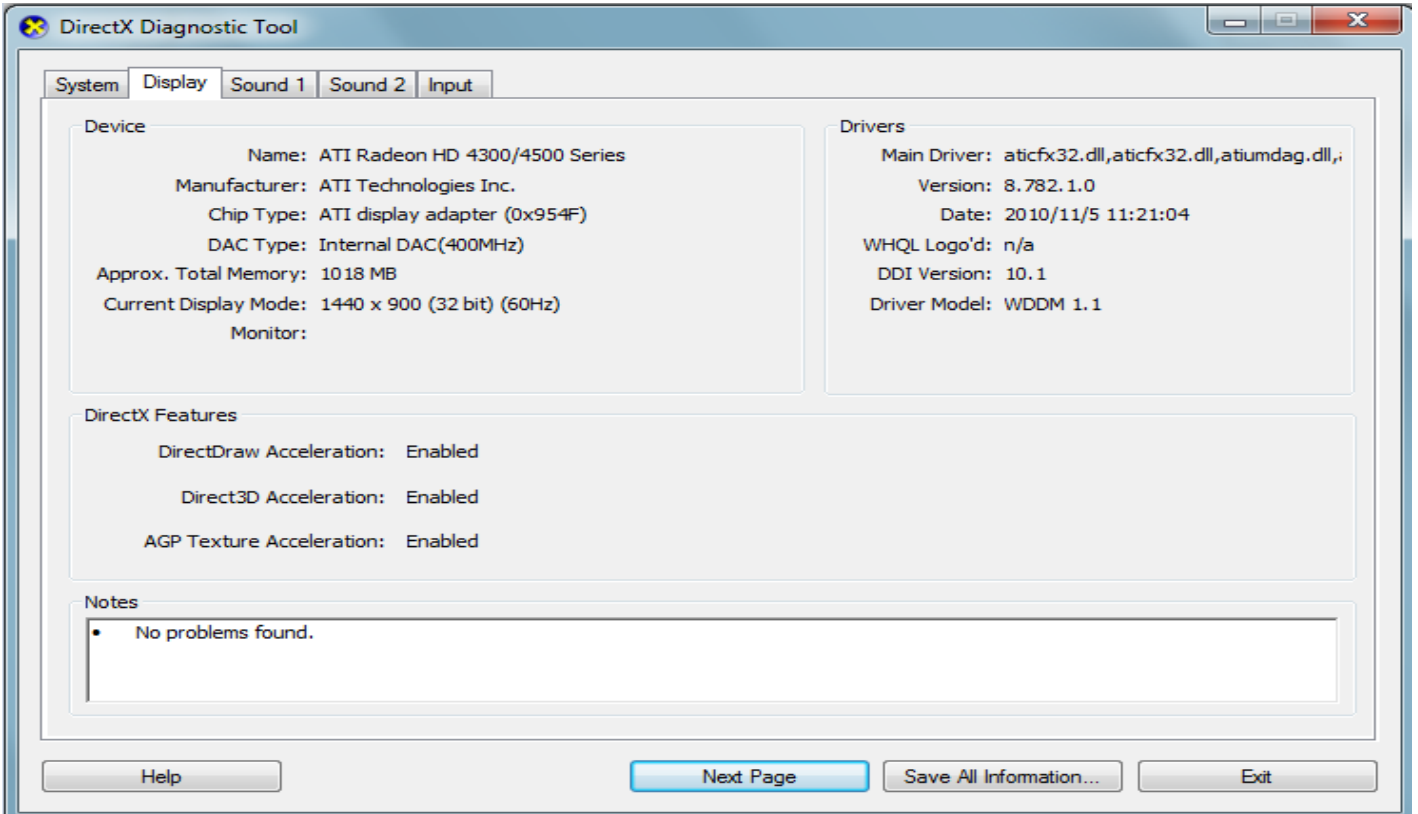
5. Close the firwall

6. Reopen IE and login again.

Problem two: You can login but can not view video

Solution：

1. Press【windows】+【r】, input【dxdiag】then enter

2. Click【Display】as follows:

Make sure DirectX【DirectDraw Acceleration:Enabled】

If the DirectX is【DirectDraw Acceleration: UNABLE】, it means you didn't install the graphic card driver, or installed incorrect. Please install graphic card driver again.