Cannot Find Keypro/ Card Device Setpup Failed

Document ID: B02B0109

Objectives:

Procedures to resolve “Cannot Find Keypro” and “Card Device Setup Failed” error messages

Applicable Multicam version: v5.20 and above

I. Check Software Version

II. Check Device Driver

a. **Verify Driver Status**

b. **Verify Driver Version**

III. Hardware Related Issue

a. **Verify Authenticity of the Video Capture Card**

b. **Install GeoVision Video Capture Card on another PCI slot**

c. **Install GeoVision Video Capture Card on another Motherboard**

d. **RMA**

Check Software Version

I. What is the software version which you have installed on the system?

- ✓ If you have installed v7.0 to v7.05, then an USB key is indeed required to use the software
  - If you do not have an USB key, you will need to either obtain one from the distributor or use another software version which does not require the USB key
  - Otherwise, proceed to check the driver

Check Device Driver

II. Check device driver under Device Manager

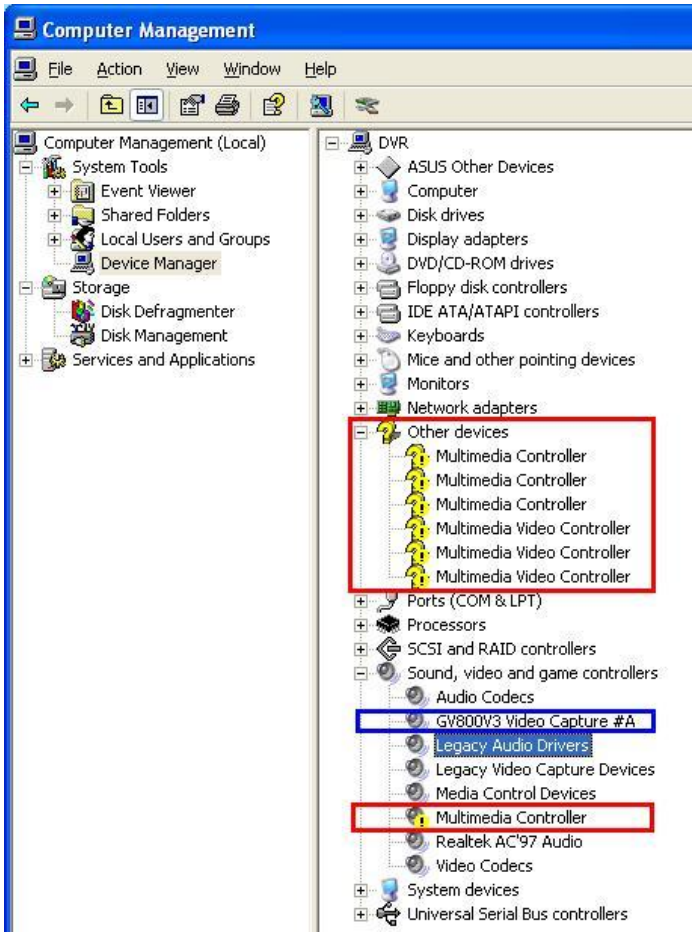
- ✓ Under Windows, click Start, right-click on My Computer, then select Manage

- ✓ Under Computer Management, select Device Manager on the left

III. Under Device Manager, locate abnormal drivers

- ✓ Uninstalled Devices are shown with yellow question marks
  - If you are missing motherboard, video, audio, or GeoVision Video Capture Card drivers, you will need to install its respective drivers prior to using GeoVision software
    - Why do you need motherboard, video, and audio drivers to be installed?
      - Since GeoVision software displays and records both video and audio, therefore, it is critical to have at least a working video and audio device in our system
      - You will need to install driver for an audio device even if you are not going to record audio

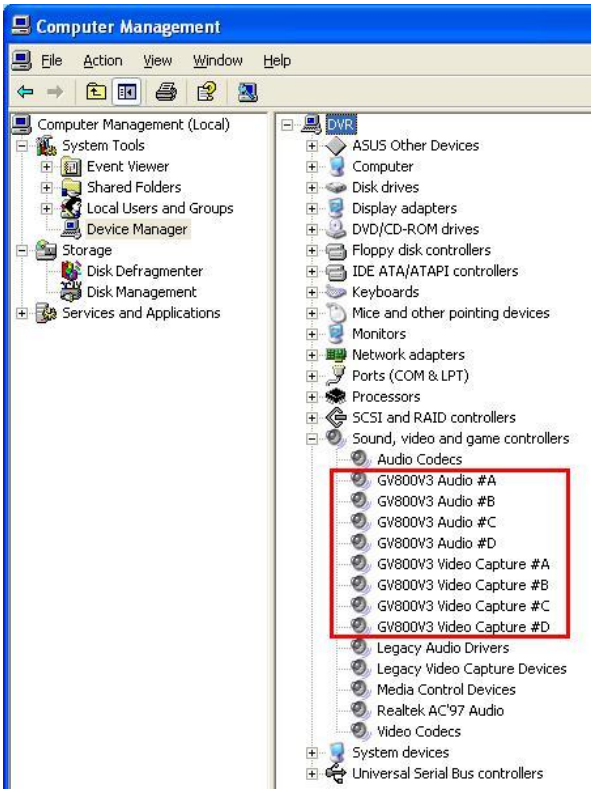
- ✓ Incomplete/ Unidentified Driver are shown in the list with a small exclamation mark
  - If the device driver has an error, you will need to reinstall its driver
  - Confirm the device driver to match GV-card model (i.e. if you are using GV-800, the driver should not appear as GV-250)
  - Confirm the driver version which you are installing is compatible with your GV-card
    - You may check the hardware & software compatibility chart at www.usavisionsys.com/support



- ✓ Working Drivers should be displayed as in the blue box above
    - If you need assistance installing drivers, you may refer to driver installation guides at www.usavisionsys.com/support

Hardware Related Issues

If you have confirmed the driver version to be correct and compatible and you have installed your drivers properly according to the driver installation guide, then if you are still seeing the same issue, it is likely that the problem is hardware related. Then, proceed to the next section.



IV. If you are unsure about the source where you have purchased the video capture card from, or if you cannot find any document regarding your video capture card, you might want to verify your card's authenticity first by contacting our tech support and provide us the barcode of the video capture card that you are using

- ✓ From the barcode, we may also determine whether you are using the correct software and version

V. If you have experienced a power outage, or if your PC crashed recently, then it is also likely that the motherboard's PCI slot or the GeoVision video capture card has been damaged

- ✓ You may perform a simple test by connecting your video capture card onto another PCI slot on your motherboard
    - If this step resolves the issue, then the original PCI slot has been damaged
    - If this step does not resolve the issue either, then the motherboard may be damaged or it may be incompatible with GeoVision video capture card

- ✓ Alternatively, you may try to install the same GeoVision video capture card on another motherboard in a separate system
    - If this step resolves the issue, then the original motherboard has been damaged
    - If this step does not resolve the issue either, then it is likely that your GeoVision Video Capture Card has been damaged