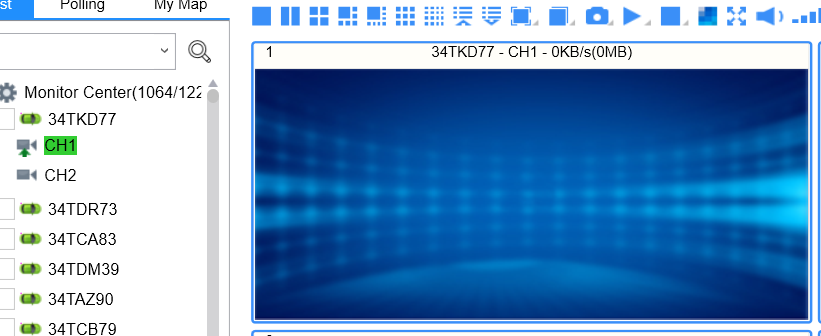
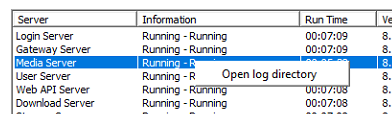
# Preview video stream failed via IVMSClient

Issue phenomenon: Preview video stream failed via IVMSClient as below picture(0kb/s).

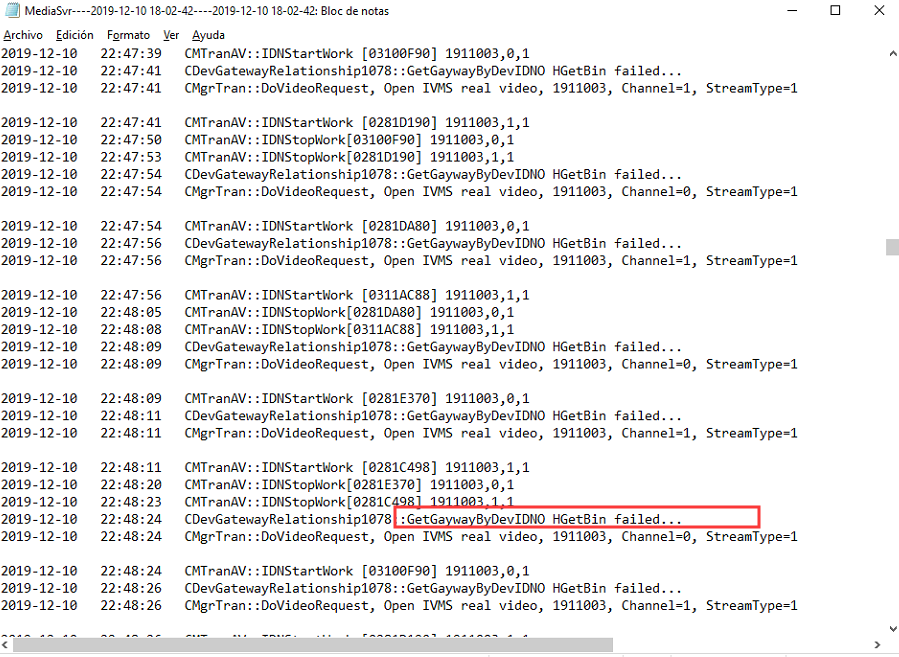


**Ways to check the issue:**

Step 1: Open the log directly of MediaServer.

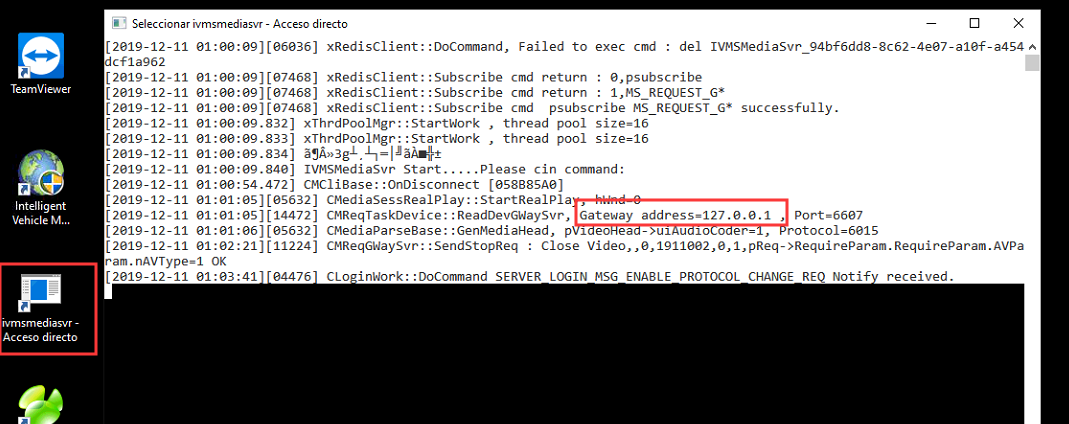


Step 2: Read the error from the log. You can see the gateway failed.



Step 3:  We can see the  wrong  gateway address in the ivmsmediasvr-Acceso directo.

Note : Only the 127.0.0.1 is the correct if your Server is not the Cluster Server. Your can ask for our help to make sure it.

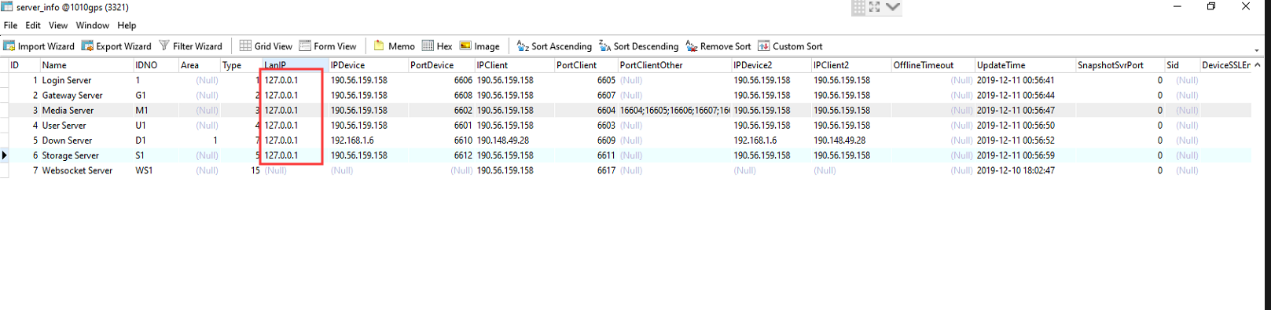


Step 4:  Install the  navicat and login the database via the link:

<https://www.icarvisions.com/faq/how-to-check-the-system-anomaly-problem-339.html>

Step 5:  Search the server\_info table.

​Change the LAN IP to the correct one.



Step 6： Restart the Server.