Advantech AE Technical Share Document

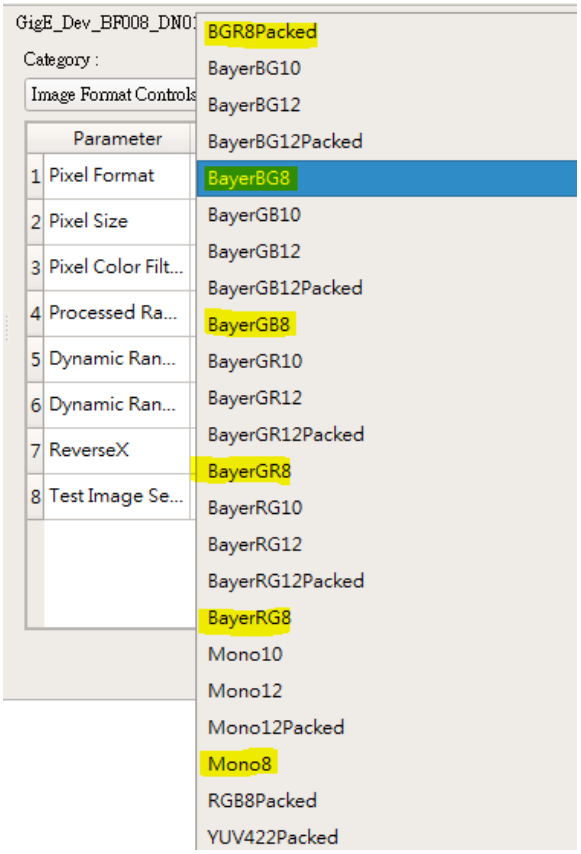
Date	2016/06/15	SR#	1-2482429389
Category	□FAQ■ SOP	Related OS	--
Abstract	Verify the problem in CAMNavi Viewer		
Keyword	PCIE-1172, PCIE-1174, Frame Grabber		
Related Product	PCIE-1172, PCIE-1174		

■ Problem Description:

After I install PCIE-1172 or PCIE-1174, I could see device in device manager. Also, in CAMNavi viewer, the camera successfully connects (show green mark). However, there is no image on image window. How could I do?

■ Brief Solution - Step by Step:

1. Please load default of camera
2. Verify the "Packet Size" is 8228. Take Basler camera as an example, "Packet Size" is in the page named "Transport Layer."
3. Please make sure that "Pixel Format" in "Image Format Controls" could not be set to YUV or other 10 bits and 12 bits format. CAMNavi Viewer only support 8 bits format.



Picture1: Image Format

■ Reference: