GV-AI Server FAQ

1. What resolution must the camera be set to in order to use video analytic features?

12 MP or lower

2. What are the minimum system requirements?

The minimum system requirements are as follows:

		1 – 4 Channels	1 – 8 Channels
OS	**64-Bit**	Windows 10 / Windows 11	
CPU		8th-Generation Intel Core i7 / i9 or above	11th-Generation Intel Core i7 / i9
Memory		16 GB (8 GB x 2) DDR4 RAM	
Remote Access		Microsoft Internet Explorer 11 or later	

Note:

1. It is required to connect a monitor to the onboard GPU to ensure the operation of video analytics. Follow the specifications below for different channel numbers of IP cameras:
   a. For **1 to 4** channels of IP cameras, **8th-gen** Intel Core i7 / i9 or above is required.
   b. For **5 to 8** channels of IP cameras, **11th-gen** Intel Core i7 / i9 is required.
2. Only Intel Core processors are compatible with GV-AI Server; other brands of CPU do not work with GV-AI Server.
3. For remote access through a browser, Internet Explorer must be used, as some functions will be nonfunctional through non-IE browsers.
4. GV-AI Server does not support virtual machine installation.
5. GV-AI Server may not work properly if the minimum system requirements are not fulfilled.

3. Is 4K Display supported?

Yes

4. Why is a question mark "?"  displayed in place of the face of the visitor captured on the main screen or event query?

In compliance to the General Data Protection Regulation (GDPR), users are required to enable the **Capture Known Faces** or **Capture Unknown Faces** option under System Settings in order for the captured snapshot of the visitor to be displayed.

5. Why is face recognition not working on certain live views?

Since the number of licenses are requested upon purchasing the GV-USB Dongle, a channel without a license will not have face recognition or video analytic features. Access the GVUsbKeyUpClient program within the software directory to see if your GV-USB Dongle has the necessary number of licenses.

6. Why is the server unable to recognize or enroll face profiles after Master and Slave GV-AI Servers are set up?

Once the Slave GV-AI Servers are connected to the Master GV-AI Server, all visitor face recognition events on the Slaves will be based on and sent to the face database of the Master.

7. Will the video analytics accuracy be affected by changing the resolution for FPS of the camera's sub or third stream?

No, it will not for GV-BX2600-FD / BX2700-FD / BX4700-FD / BX8700-FD / MD8710-FD or cameras connected via ONVIF since video analytics are only functional on the main stream. However, it will for cameras connected via RTSP.

8. What video analytic features are available?

The video analytic features of GV-AI Server are as follows:

	Detection	Analysis
Face Attributes	Captures and stores faces detected, along with their attributes including gender and age range. Option to set up black list and white list is available.	Displays the average number of visitor faces detected every hour, over a day, week, month or year, which can be distinguished by gender and/or age range.
Face Recognition	Captures and compares faces detected with the face database of GV-AI Server. Option to set up black list and white list. Option to set up black list and white list is not available.	
Product Attention	Heatmap display for monitoring product interest by foot traffic.	Displays the average number of persons detected dwelling at each product region every hour, over a day, week, month or year.
Short Inventory Alert	Triggers alerts when the inventory diminishes below a specified percentage.	Displays the average number of seconds the short inventory alerts were triggered for every hour, over a day, week, month or year.
Queue Management	Monitors the queue length and checkout time of the cashier at the vicinity.	Displays the average number of people waited in line, and the average checkout and waiting times every hour, over a day, week, month or year.
Suspect & Loitering Detection	Detects and captures suspicious individuals and/or loitering at the vicinity.	Displays the average number of suspect and loitering alerts triggered every hour, over a day, week, month or year.
Human Counter	Counts the number of people entering and exiting at the vicinity.	Displays the average number of persons detected entering, exiting and staying at the premises every hour, over a day, week, month or year.

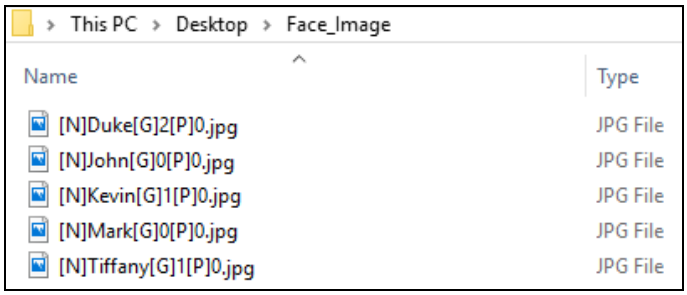
9. How do I enroll faces in batch?

1. To enroll multiple face images, save all of the face images to the same folder on your PC and rename them as exemplified below:

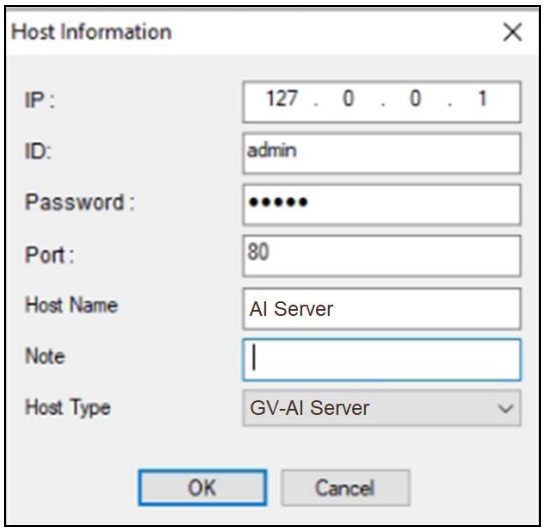
   [N]< Face Profile Name>[G]<Group No. – 1>[P]<Photo No. – 1>[D1]<Note 1>[D2]<Note 2>.jpg

   For example, [N]John[G]0[P]0.jpg

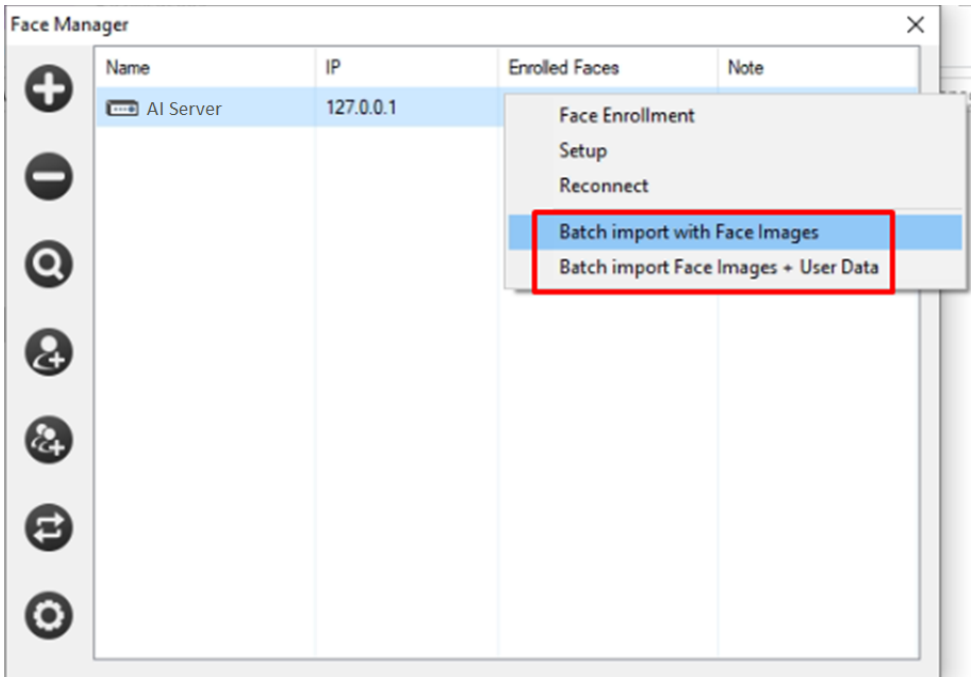
   The above image file will be added to Face Profile John, as its first photo, while being categorized under Group 1, and with no data in its Note 1 and Note 2 fields.



2. Once all the face images are named properly and saved under the same folder, run **FaceManager.exe** from the GV-AI Server > FaceManager directory (C:\GV-AIServer\FaceManager).
3. Upon first-time execution, the user is required to set a login ID and Password for the Face Manager.
4. After logging in, click **Add Host** , type the **IP address**, **Port**, login **ID** and **Password** and a desired **Host Name** for the GV-AI Server and click **OK**.



5. Once the GV-AI Server is added to Face Manager, right-click on it and select **Batch import with Face Images** or **Batch import Face Images + User Data** to respectively batch enroll the face images *without* or *with* their paired access card data.



6. Select the folder and click **Select Folder**. All the face images saved within are imported into the GV-AI Server.