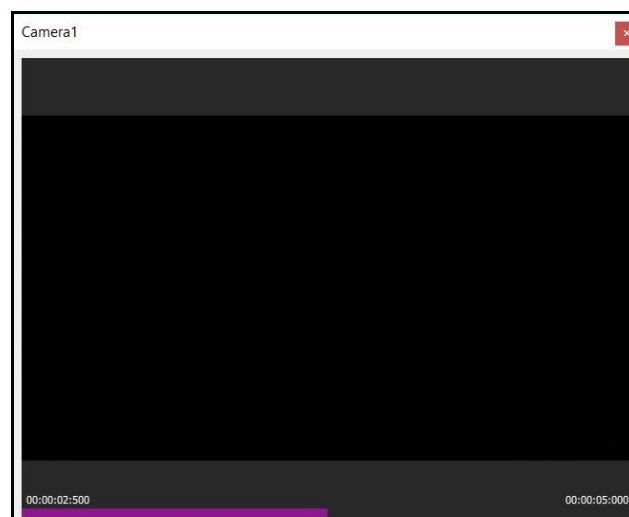


The MotionMonitor xGen FAQ: Why am I unable to Record or Play video in The MotionMonitor xGen software?

The MotionMonitor xGen uses Nvidia drivers and Nvidia CUDA processing. As such, **The MotionMonitor xGen** [requires](#) an Nvidia GPU to record and playback video data.

When adding a camera, you might find that you cannot successfully activate the device or if you are able to activate the device you may only see a blank/black screen displayed. Similarly, when you attempt to open and playback an Activity containing video, you may only see a blank/black screen displayed for the video.



To resolve these issues, try the following steps.

- 1) Confirm that your computer has an Nvidia GPU/display adapter. You can confirm the display adapter for your computer by launching Windows Task Manager and finding the name of the GPU device under the Performance tab or by going to Device Manager and locating the devices listed under the Display Adapters node.
- 2) Confirm that **The MotionMonitor xGen** is using the Nvidia GPU. Devices such as laptops may have multiple types of display adapters available and **The MotionMonitor xGen** could be utilizing a non-Nvidia GPU. When running **The MotionMonitor xGen**, within the Windows Task Manager Process or Performance tabs, confirm which GPU it indicates **The MotionMonitor xGen** is using.

Go to Display Settings (System > Display) > Graphics > Custom settings for applications and confirm that **The MotionMonitor xGen** Application is listed here and that it has been assigned a GPU preference of High Performance and Nvidia.

- 3) Rerun **The MotionMonitor xGen** installer and make sure that the Nvidia CUDA windows installer is successfully installed.
- 4) Refer to **The MotionMonitor xGen** [build log](#) for your version's installer to ensure that a particular version or build of Nvidia drivers isn't required.