

Error communicating with video recorder - too many methods to fire events from

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Symptom

An error message appears when launching live video from a workstation or server:

"An interface has too many methods to fire events from."

Resolution

This error typically occurs if the color quality settings of the client attempting to connect to the video recorder is set to an incompatible value.

1) Make sure the color quality is not set to 256 colors. It should be true color (32 bit) or high color (16 bit) on the Alarm Monitoring station.

2) If the workstation has dual monitors, check the settings for both in Display Properties.

3) Make sure the correct firmware is installed on the digital video recorder. For OnGuard versions earlier than 5.10.309, if the firmware is not correct, this error may occur. Please consult the [OnGuard Compatibility Guide under Video Support](#) for correct versions.

Applies To

OnGuard (All versions)

Additional Information

None
