Video clip displays black window after being exported to Windows (.asf) format

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Symptom

Video clip displays black window after being exported to Windows (.asf) format

Resolution

MPEG 4 high resolution is not a supported export format for Windows Media Player.

Change the resolution to low resolution.

Note: Once the video has been recorded in high resolution, it cannot be converted back to the low resolution.

Applies To

OnGuard (All versions)

Additional Information