Black Video Using Any Codec After Installation of OnGuard 6.4.500 HF2 on Windows 7

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Symptom

Any existing or new user might experience black video using any codec (MPEG4, MJPEG, H.264) after installing OnGuard 6.4.500 HF2.

Resolution

For each existing or newly created user account, perform these actions:

1. Log into Alarm Monitoring and open a single camera channel. In the menu of the video window, select **Options > Performance**.
2. Using the Video Acceleration slider at the bottom of the window, slide the indicator until it reaches the **Full** position. Click [OK] and then close the window.
3. Reopen the same camera video window using the instructions above, only this time move the slider to the **None** position. Click [OK] and then close the window.
4. Close the window after each operation as this saves the change to video acceleration.
5. Confirm that you can now view live or recorded video when reopening the video window.

Applies To

OnGuard 2010 Technology Update (6.4.500 TU)

Additional Information