Recorded video not viewable in Web Video Viewer

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Symptom

On clients running Internet Explorer 7.0, launching recorded video opens a black screen within Web Video Viewer. Live video is viewable. Both live and recorded video are viewable through Alarm Monitoring.

Resolution

Upgrade clients to Internet Explorer 8.0.

Applies To

OnGuard 2010 Technology Update (6.4.500 TU)
Windows XP

Additional Information