

Maximized video window changes size when switching between live and recorded video

Last Modified on 05/23/2025 10:30 am EDT

Symptom

When video is opened in full screen mode (maximized) switching from live to recorded video full screen minimizes into small (normal) size video window. Additionally restore button remains instead of the maximize button.

The same behavior is for switching from recorded video to live.

Resolution

Open ACS.ini file on the machine where the video is watched and look for the [DigitalVideo] section.

If the section exists, add the following line:

```
UseDefaultWindowSize=0
```

If the section does not exist, add the section and the line as follows:

```
[DigitalVideo]
```

```
UseDefaultWindowSize=0
```

Close all Video Viewer and Alarm Monitoring applications if any opened.

After applications are run again, video window should stay maximized if it was while switching between live and recorded video.

Applies To

OnGuard (All Versions)

Additional Information
