Error 1304 when trying to use Web Based Video Viewer for the first time

Last Modified on 02/02/2022 4:21 pm EST

Symptom

While trying to access the web-based Video Viewer web page for the first time, a user might encounter the error:

"Error 1304, error writing to file".

The remain error message text indicates a permission issue. However, the real problem is that the correct version of Microsoft .NET is not installed.

Resolution

The solution is to make sure that the correct version of .NET is installed on the system you are trying to access the web page from.

To verify the correct version, check the installed versions of .NET on the OnGuard Application Server. Install the newest version on the web client system.

For example, OnGuard 6.5.624 requires .NET 4. If you try to access the Web Video Viewer page on a system that does not have .NET 4 installed, the error appears.

Applies To

OnGuard (All versions)
Windows Server 2003
Windows Server 2008
Windows Server 2008 R2
Windows Vista
Windows XP
Windows 7

Additional Information