Video loss or video freezing in SkyPoint client

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Symptom

Occasionally video is lost (which triggers reconnection) or freezes in SkyPoint client.
In wireshark logs, look up the smb and smb2 communication (smb || smb2) to see this error:
`STATUS_OBJECT_NAME_NOT_FOUND`

Resolution

Since this is a problem with how Windows handles smb2 protocol, the solution is described in a hotfix provided by Microsoft:
http://support.microsoft.com/kb/2628582

Applies To

SkyPoint

Additional Information