

Unable to stream video through Mobile Monitoring application

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Symptom

When streaming video through the Mobile Monitoring application, the image shows black video or fails to connect to the camera.

Resolution

At this time, configure **Continuous Recording** for the camera in System Administration. Mobile Monitoring pulls its configuration settings from the FPS field for Continuous Recording.

If **Continuous Recording** is selected, and no video appears in the Mobile Monitoring application, switch the codec for the camera to **MJPEG**.

If issues persist, do a full reset of the services by start /stopping services in the proper order. For more information on how to do this, see KB article "What is proper order to restart Mobile Monitoring Services?"

Applies To

OnGuard (All versions)

Additional Information
