MPEG4/H264 video displays black video on both OnGuard or Prism on 90 or 270 degrees rotated camera

Symptom

The camera is rotated either 90° or 270°, and the video is black in either OnGuard or Prism. Changing the camera to MJPEG makes the camera work.

Resolution

On the camera's webpage, confirm that the rotation on the camera is set to **0**. If the camera is rotated either 90° or 270° at the camera, and Lenel recommends 1280x720, for example, the camera streams 720x1280. All of the clients (decoders) would expect a different resolution and would not display video.

If the camera is rotated to **0** from the web page and then rotated to 90° or 270° on the Client (Prism/OnGuard), then the LNVR changes the expected resolution to 720x1280 and establishes this with the client. Video then displays as expected.

Applies To

Prism; OnGuard (All versions)

Additional Information

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