

MPEG4 cameras display black video in LNVR 7.1

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Symptom

MPEG4 cameras using interlaced video display black video in LNVR 7.1.

Resolution

The MPEG4 decoder that is being used in LNVR 7.1 (UTCMPEG4DMO.dll) does not support interlaced video. If this condition exists and the camera web page does not allow a means to turn interlaced off, then the fix is to unregister the decoder on the OnGuard machine in addition to any Lenel NVR machine that is intended to serve up thumbnails or be involved in analytics.

The decoder is located in the following directory for both the OnGuard and Lenel NVR machines:
C:\Program Files (x86)\Common Files\Lenel Shared\LNVSuite Client Components\7.1

To unregister UTCMPEG4DMO.dll:

For a 64 bit machine:

1. cd C:\Program Files (x86)\Common Files\Lenel Shared\LNVSuite Client Components\7.1
- 2 cd C:\Windows\System32\regedit32.exe /u UTCMPEG4DMO.dll

For a 32 bit machine:

1. cd C:\Program Files\Common Files\Lenel Shared\LNVSuite Client Components\7.1
- 2 cd C:\Windows\System32\regedit32.exe /u UTCMPEG4DMO.dll

Applies To

LNVR (7.1.731)

Additional Information
