

Cameras displaying the wrong Lens type in SkyPoint client

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Symptom

Upon logging in to SkyPoint Client it has been observed that the camera is attempting to be displayed under the wrong lens type. For example, an Axis M3007, which is a stand quad "Box Type" lens is being displayed as a fish eye lens or even a 360 degree lens. Logging in multiple times can see this camera displaying in different lens modes.

Resolution

SkyPoint Client is detecting the Camera falsely as an Immervision Lens. The de-warping of the camera into the quad view is designed only to work with a camera with the Immervision Lens.

NOTE: If using SkyPoint Base, you can simply specify what kind of lens and not have to do the following solution.

To resolve this:

1. Verify that your Folder Options are set as following the the Client Workstation: -Show hidden files, folders and drives, -uncheck Hide extensions for known file types -uncheck Hide protected operating system files (Recommended).
2. Create a file on the root of the C Drive called onssidisableimmervision.txt verify that the file is .txt and not txt.txt.
3. Shut down the Ocularis Client
4. Relaunch the Ocularis Client and Camera View will be corrected.

Applies To

SkyPoint (all versions)

Additional Information
