

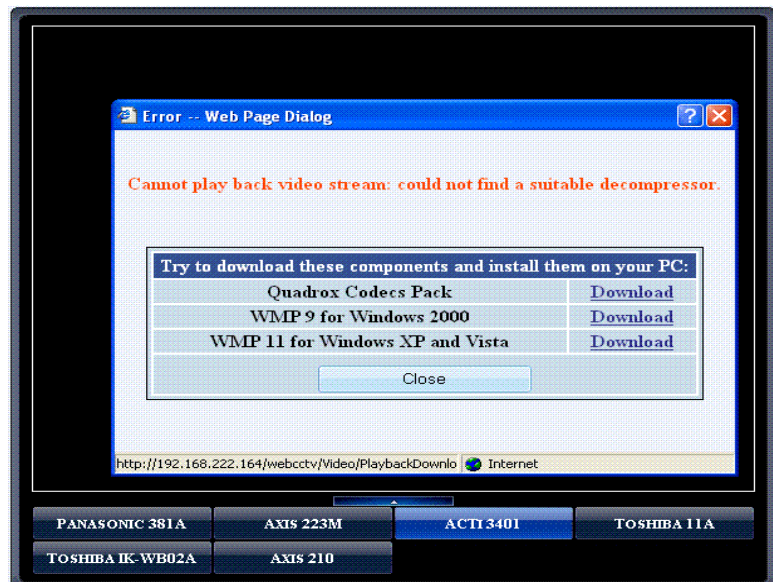
KB-0049-Decompressor issue on Vista

GENERAL

Distribution	OEM/Partner/Distributor	Installer	Customer
	YES	YES	YES
Last Update	30-09-2008		
Product	WebCCTV, GuardDVR/NVR		
Version	V 4.0.4.0 or higher		

DESCRIPTION

This problem happens on Vista platforms when you try to get video streaming from MPEG cameras on a **client machine**. At first connection you get the following pop up window:



This window proposes to install Quadrox Codec Pack which is correct – you cannot get MPEG streaming without a MPEG codec installed. After installation of the codecs pack, you will get this pop up again which is not correct.

SOLUTION

To solve this problem you need to add Webcctv/Guard to the **trusted sites**.

To do this, perform following steps:

- Download and run the ActiveX Cleanup tool (Close all IE instances after you downloaded it!): <http://www.webcctv.com/ftp/SoftwareTools/ActiveX/VideoClientComponentCleanup.exe>
- Open Internet Explorer on the Vista client machine
- Go to Tools -> Internet Options -> Security -> Trusted Sites -> Sites
- Add the servers address to the list of trusted sites
- Close Internet Explorer and open it again and connect to the server. Follow instructions.