

KB-0061-Missing DNS server blocks UI for 30 seconds

GENERAL

| | | | |
|---------------------|--------------------------------|------------------|-----------------|
| Distribution | OEM/Partner/Distributor | Installer | Customer |
| | YES | YES | YES |
| Last Update | 19-02-2009 | | |
| Product | WebCCTV, GuardDVR/NVR | | |
| Version | 4.0.9.6 and older. | | |

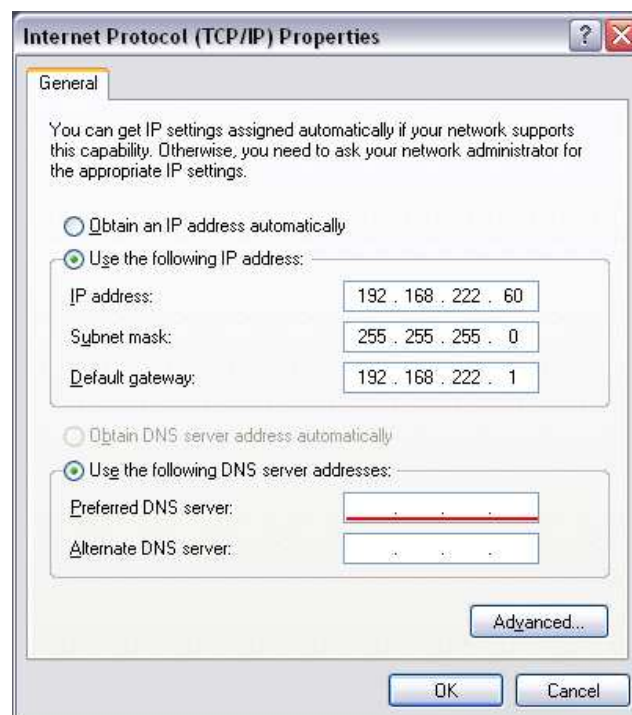
DESCRIPTION

If the DNS server is not available on the WebCCTV unit itself, the web application user interface opens with a 30 second delay. This situation often occurs with a unit that is directly connected to a laptop. In this situation the web application on the laptop is opened normally, but the web application on the WebCCTV unit itself opens with a 30 second delay.

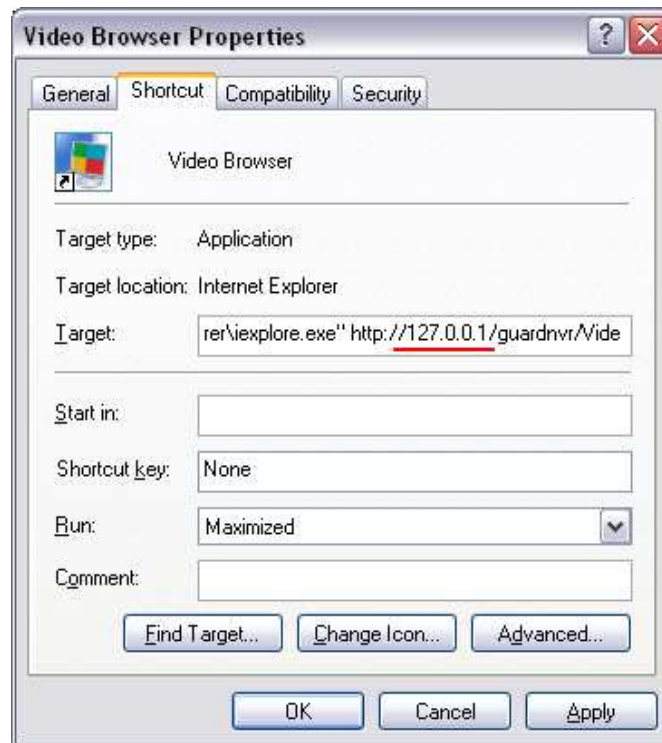
SOLUTION

There are two approaches to solve this problem:

1. Clear the DNS server settings on the machine if the DNS server is not available:
 - Right click on **My Network Places** on the desktop and select **Properties**.
 - Locate the **Local Area Network** icon and select **Properties**.
 - Select **Internet Protocol (TCP/IP)** and clear the **DNS server addresses**. Click **OK**.



2. Alternatively you can change the shortcuts that open the web application – **Video Browser** and **Video Manager**. In these shortcuts you need replace the <http://localhost> parameter with <http://127.0.0.1>:
 - Right click on the **Video Browser** and **Video Manager** shortcut and select **Properties**.
 - Replace “localhost” in the **Target:** field by **127.0.0.1**
 - Click **OK**.



Note that in this case you need to **add** the <http://127.0.0.1> site to the list of **Trusted sites** in the **Internet Explorer settings**.