

KB-0098-Stopped Streaming & Memory Leak (e.g. Toshiba)

GENERAL

Distribution	OEM/Partner/Distributor	Installer	Customer
	YES	YES	YES
Last Update	14-07-2009		
Product	WebCCTV, GuardNVR		
Version	Any		

DESCRIPTION

The camera stops to stream and record, but it is still streaming in the native application. A 'No Signal' message is displayed in the Video Browser. After a server restart, the stream is shown again, but after some time it disappears again.

This behaviour may happen for cameras that send their stream image by image in JPEG, e.g. **Toshiba** cameras. Cameras that stream and record in MPEG don't have the problem.

A memory leak may also be noticed and cause the behaviour mentioned above.

The reason of both problems above is an old version of **WinHttp.dll** and mostly it happens in combination with Guard installations.

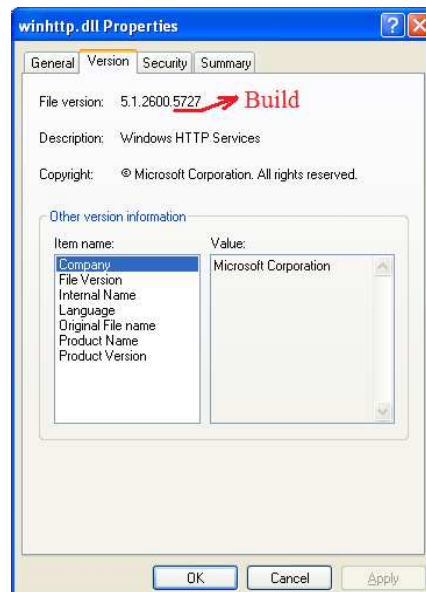
SOLUTION

In order to fix the problem, the old file needs to be replaced with a newer one. If **automatic updates** are enabled on your Operating System, the file will be updated automatically (normally).

To check which version of WinHttp.dll is currently installed on your PC, navigate to:

C:\Windows\System32\winhttp.dll

Right click on the file and open the tab Version:



The file version consists of 4 groups of numbers:

- The first and the second group are WinHTTP version (e.g., 5.1 for XP Pro, 6.0 for Vista)
- The third group of numbers is the ID of OS (e.g., 2600 for XP Pro SP3, 6000 for Vista, 6001 for Vista SP1)
- The fourth group is the WinHTTP build (e.g. 5727 for XP Pro SP3)

The build of the WinHTTP should be the last:

- **5727 for XP Pro SP3**
- **16786 for Vista**
- **16386 for Vista SP1**

If the version of your WinHttp.dll is older, you need to update it. There are two ways to do this:

1. Copy the last version of WinHttp.dll from another PC and replace the old one (Note: OS should be the same on both PCs).
2. Update OS with the latest Service Packs and updates through Automatic Updates of Windows.