

KB-0101-GE security cameras don't work

GENERAL

Distribution	OEM/Partner/Distributor	Installer	Customer
	YES	YES	YES
Last Update	06-11-2009		
Product	WebCCTV, GuardNVR		
Version	4.1.0.0 - 4.1.2.0		

DESCRIPTION

Due to internal communication problems, GE security cameras might not work in versions 4.1.0.0 and 4.1.2.0. When trying to add the GE security camera, it is not added correctly:

- The camera is not visible in the Video Browser
- When editing the camera in the Video Manager, the page can't be displayed.

SOLUTION

In order to add the camera properly and to use it, you need to do a software upgrade to version 4.3.0.0 or higher. There is no way to fix the problem in versions before 4.3.0.0.

Contact support@quadrox.be and they will send you the correct software version.