Alarm Monitoring crashes when pushing multiple video screens to SkyPoint Client

Last Modified on 10/06/2022 4:19 am EDT

Symptom

When viewing multiple video screens in Alarm Monitoring (for example, launching an entire recorder at once in matrix mode, and then selecting **Options > Send Video to**) and attempting to push all of video screens to a single SkyPoint Client, Alarm Monitoring crashes before the request is sent and the SkyPoint client does not recieve any video from OnGuard.

Resolution

There currently is no resolution for this symptom. SkyPoint does not allow for more than one camera to be pushed to a client at one time.

Applies To

SkyPoint (all versions); OnGuard (all versions)

Additional Information