Cannot view video from camera linked to a reader in Web Area Access Manager

Last Modified on 10/06/2022 4:20 am EDT

Symptom

When logged into Web Area Access Manager (wAAM), clicking [View Video] opens the "Please Wait" dialog that does not disappear. Additionally, the Web browser returns a "Done with Error" status. The error message is:

`getController_() is null or not an object`

Viewing video from the same camera works in Web Video Viewer (wVV) and this error only occurs in wAAM.

Resolution

Link the camera to another reader on a different panel.

This problem happens most often when the access panel being used is the Event Generator which simulates an actual access panel.

Applies To

OnGuard (all versions)
Web-based Area Access Manager

Additional Information

None