Video Export from LNVR may fail in earlier versions of OnGuard when newer LNVR client SDK is installed side-by-side on the OnGuard client machine

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Symptom

Playback video is black
This issue only applies to OnGuard versions 6.6 or earlier.

Steps to reproduce problem:

1. Install 6.6 version of OnGuard.
2. Setup LNVR channel with MPEG4 encoding.
3. Install LNVR 7.1 or Prism 1.2 on the same machine as the Alarm Monitoring client resides.
4. Export MPEG4 video from LNVR channel to .asf format
5. Playback the exported file using Window Media Player.
6. Results: The video will be black, the file is corrupted.

   Reason: The wrong version of source filter is loading into Alarm Monitoring during the export process. A unique way that the directX source filters were detected in older versions of OnGuard not compatible with side-by-side support logic. The issue is now fixed in OnGuard 7.0 or later.

Resolution

1. Locate the older (7.0 or earlier) version of **LnrFileSrcu.ax**. Typically it would be located under C:\program files(x86)\Common Files\Lenel Shared\LNVSuite Client Components
2. Open a command prompt as administrator
3. Re-register this older version using **regsvr32.exe** command, for example: C:\Windows\System32\regsvr32.exe C:\program files(x86)\Common Files\Lenel Shared\LNVSuite Client Components\LnrFileSrcu.ax
4. Restart Alarm Monitoring for the change to take effect.

   NOTE: This procedure will need to be applied on every client machine that has side-by-side installation where video export is needed.

Applies To

OnGuard (6.6.287 and earlier)

Additional Information

None