

Wrong Video Filter May Be Downloaded When The StreamType Parameter Is Used

This document describes a problem that can occur when using the *StreamType=TCP* parameter of the ViewWatch™ logon URL. The wrong video filter may be downloaded, and no video may appear in the ViewWatch™ video panes. A workaround is provided. This problem can occur only when using SiteWatch™ Version 2.6 or earlier.

ViewWatch™ can display both multicast and TCP unicast video streams. Ordinarily, multicast streams are displayed when *logon.asp* is used to log on, and TCP unicast streams are displayed when *rlogon.asp* is used. This behavior can be modified by using the *StreamType=TCP* parameter with *logon.asp*; for example: **http://server/ewatch/logon.asp?StreamType=TCP**. When the *StreamType=TCP* parameter is used, ViewWatch™ displays TCP unicast video streams.

ViewWatch™ requires a Multicast Video Filter to display multicast video streams, and a different TCP Unicast Filter to display TCP unicast streams. If the appropriate filter has not been installed on the computer, ViewWatch™ prompts the user to download and install the filter. If *logon.asp* is used to log on, the Multicast Video Filter is downloaded. If *rlogon.asp* is used to log on, the TCP Unicast Filter is downloaded.

The problem will occur under the following conditions:

1. The most recent TCP Unicast Filter has never been downloaded and installed by using *rlogon.asp*.
2. The *StreamType=TCP* parameter is used with *logon.asp*.
3. The SiteWatch version is 2.6 or earlier.

Under these conditions, ViewWatch™ will attempt to display TCP unicast streams, but the TCP Unicast Filter will not be installed on the computer. As a result, no video will appear in the ViewWatch™ video panes.

There are two ways to correct this problem.

1. Use *rlogon.asp* to download the TCP Unicast Filter.
 - Close all instances of Internet Explorer.
 - Open *rlogon.asp*.
 - Uncheck the Load Last Settings checkbox.
 - Logon to ViewWatch™.
 - Left-click anywhere in the ViewWatch™ window to make sure the the window is in focus.
 - Press the F4 key.
 - Follow the instructions to download the video filter.
 - Close Internet Explorer.
 - Open *logon.asp?StreamType=TCP*.

2. Run the filter installer on the SiteWatch™ installation CD.
 - Insert the SiteWatch™ installation CD in the computer's CD drive.
 - Execute the file **e-Watch Filters.exe** located in the **Filters** folder.
 - Open *logon.asp?StreamType=TCP*.

e-Watch Corporation
7800 IH-10 West, Suite 720
San Antonio, TX 78230
USA

tel: (210) 349-2000
fax: (210) 341-1020

For more information:

email:
sales@e-watch.com

website:
www.e-watch.com

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