# Troubleshooting when using Microsoft® Windows Vista®

When using the following products with Microsoft Windows Vista, symptoms described in this document may happen. In such cases, refer to this document.

#### Notes:

- This document describes solutions for administrators.
- If necessary, install the viewer software Network Camera View3. (Refer to the operating instructions of each device for details on how to install Network Camera View3.)
- Descriptions in this document are based on operation check by Matsushita Electric Industrial Co., Ltd. Possible symptoms may vary depending on platforms or operating system versions, etc.

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#### ■ Troubleshooting

#### <Symptom 1>

• When accessing the web browser, the following message is displayed on the information bar.

"Pop-up blocked. To see this pop-up or additional options, click here..."

🧭 index - 1	Windows Internet Explorer					
00	<ul> <li>http://192.168.0.127/</li> </ul>		- +	×	Live Search	۶ -
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Pop-up	blocked. To see this pop-up or addition	nal options click here				×

• Audio becomes unavailable.

#### Solution

Add the IP address of camera to "Trusted sites", and perform the security setting.

- (1) Start up the web browser, and click "Internet Options" on the Tools menu.
- (2) Click the [Security] tab. Then, select the "Trusted sites". (Refer to the screenshot.)
- (3) Select "Low" for "Security Level for this zone". If the lower setting is selected, the security level of PC goes down.
- (4) Click the [Sites] to open the "Trusted sites" window.
- (5) Enter the IP address in the textbox "Add this website to the zone:", and click "Add".

**Note:** Make sure "Require server verification (https:) for all sites in this zone" is unchecked. (Refer to the screenshot.)

(6) After adding all IP addresses, click the [Close] button to close the "Trusted Sites" window.

Select a	zone to	view or chang	e security set	tings.	0	
Inte	met	Local intranet	Trusted site	s Res	victed tes	
~	Truste This zon trust no your file	d sites le contains w t to damage : ls.	ebsites that yo your computer	or or	Site	•
Securi	ty level f	or this zone				
Allov	red level	s for this zone	: All			
		Appropriate f ntranet) Most content Unsigned Act Same as Med	or websites or will be run wit weX controls v um level with:	hout pron dil not be ut promp	al network opting you downloaded	
	Enable P	rotected Mod	e (requires res	tarting In	ternet Expl	ver)
			Custom le	el	Default	evel
			Rese	t all zones	to default l	evel

dd this website to the zone:	
	Add
ebsites:	
nttp://192.168.0.127	Remove

#### <Symptom 2>

Audio is unavailable while more than one web browser windows are open to play back images.

## Solution

Close all the web browser windows, and restart only one window to play back images.

## <Symptom 3>

- MPEG-4 images are not displayed in real time.
- IP setting software does not display the detected IP address.

## Solution

Check the firewall settings. If firewall is activated, add the web browser or IP setting software to [Exceptions] tab on the "Windows Firewall Settings" menu. (Check the changed settings within 20 minutes after the device is powered on.)

- (1) Open the control panel, and click "Security".
- (2) Select "Windows Firewall" from "Security".
- (3) Click "Allow a program through Windows Firewall". (Refer to the screenshot.)

Windows Firewall

🖤 🛞 Turn Windows Firewall on or off 🛛 🍞 Allow a program through Windows Firewall

- (4) Click the [Continue] button on the "User Account Control" window.
- (5) Click the [Exceptions] tab on the "Windows Firewall Settings" windows.If MPEG-4 images are not displayed in real time, check "Internet Explorer". If the IP setting software does not display the detected IP address, check"ipsetup.exe". (Refer to the screenshot.)
- (6) Click the [OK] button.



# <Symptom 4>

- When starting the IP setting software, a message is displayed to request the password of administrator.
- When exiting the IP setting software, the message "This program might not have installed correctly" is displayed.

#### Solution

Turn off User Account Control (UAC) from the control panel of Windows Vista.

- (1) Open the control panel, and click "User Accounts".
- (2) Click "Turn User Account Control On or OFF".

- (3) Click the [Continue] button on the "User Account Control" window.
- (4) Uncheck "Use User Account Control (UAC) to help protect your computer". (Refer to the screenshot.)



# <Symptom 5>

When starting the administrator console, the screen is not displayed properly. (Refer to the screenshot.)

User Setup Save	CAN/E
User Setup Load	
Factory Default	EVEN

#### Solution

Check the font size (DPI) of screenshot by clicking "Personalize"– "Adjust font size (DPI)". If the DPI is set to "Larger scale", set to "Default scale".

- (1) Right-click on the desktop.
- (2) Click "Personalize".
- (3) Click "Adjust font size (DPI)".
- (4) Click the [Continue] button on the "User Account Control" window. (Refer to the screenshot.)
- (5) Click "Default scale" on the "DPI Scaling" window, and restart the PC.

#### <Restrictions>

# Restriction 1: When two browser windows are open and one is being displayed on another

The back window may come to the front when the mouse pointer is placed.

#### Restriction 2: When accessing this camera from the web browser

Another window may open, and pop-up may be displayed. In this case, audio may be transmitted even after the pop-up is closed.

#### Restriction 3: When activating audio on the web browser

Audio may be transmitted even after users are changed. When changing users, close all browser windows that activate audio.

DPI Scaling	
Choose a smaller scale t make text more readable	to fit more information on the screen or a larger scale to e. <u>How do I know which DPI to choose</u> ]
Default scale (96)	DPI) - fit more information
C Larger scale i	(120 DPI) - make text more readable
	Custom DPL.