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.
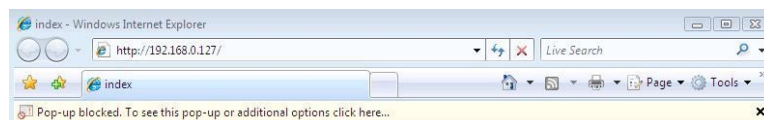
■ Trademarks and Registered Trademarks

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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…"
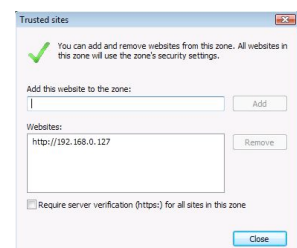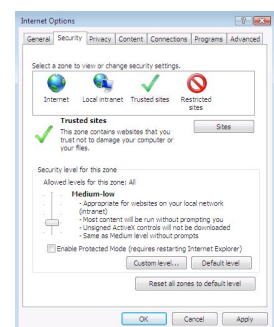

• Audio becomes unavailable.

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.

<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.

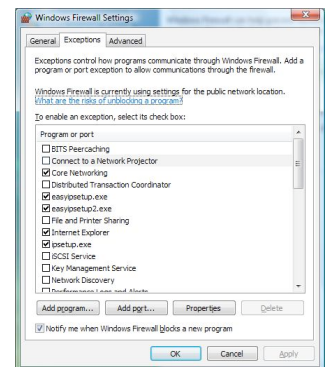• IP setting software does not display the detected IP address.

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.)

(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".

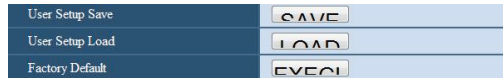(2) Click "Turn User Account Control On or OFF".

(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.)

Solution

Check the font size (DPI) of screenshot by clicking "Personalize"– "Adjust font size (DPI)".

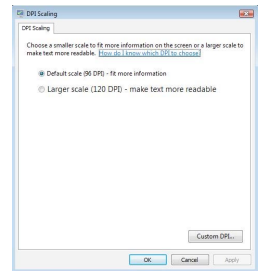If the DPI is set to "Larger scale", set to "Default scale".

(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.