

SD4HD, SD4HW, SD4FHD & SD4FHW Video Player Changes

AFFECTED: SD4HD, SD4HW, SD4FHD & SD4FHW
As well as their Reseller Designation versions

Please note:

Unlike some other solutions providers who hide their flaws and hardware/software issues, we prefer to operate in an honest, open manner that respects a customer's right to know what they are getting and any problems & solutions

FIELD SERVICE MEMO #54

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Topic	Video Player changes from the manufacturer
Problem	Some customers experiencing error messages from Windows OS on some PCs
Customer Complaint	<p>A small number of customers have noticed that their Video Player named "DVR_Player" is showing an error message asking the customer to update the video drivers on the graphics card within their PC.</p> <p>Video screenshots verified the problem and error message.</p>
Manufacturer Response	<p>In May, the manufacturer's Lead Programmer let me know that they could not duplicate the problem on their PCs, and to date, none of their customers have reported the same error messages.</p> <p>The programmers asked if the customers experiencing this problem were using: Older or newer PCs? Older or newer video graphics cards What version of Windows were they using? What were the properties of the PCs they were using</p> <p>To isolate what variables are causing their error messages. They asked me if ABV PCs could duplicate the error messages</p>

ABV Actions Taken	<p>We let the manufacturer programmer know the IT directors at a few of the schools experiencing issues, and another company seemed competent, and they assured us they had performed the update of the driver when the OS was upgraded. Then, when they received the error message, they again updated the drivers. Most of the occurrences of this seemed to happen after they updated the Windows OS.</p> <p>ABV has hundreds of customers using thousands of mobile video systems like this so if this was a problem inherent in the hardware of software they provided we would have seen this long ago.</p> <p>I checked online for the Windows error code and found a large number of complaints seeking advice on the Internet, from customer posts unrelated to mobile video systems. It is evident that this is an error message that may be triggered by variables other than just the driver update.</p> <p>ABV tests OS7, OS8, OS10 and OS11 PC versions of Windows. We were unable to duplicate the problem or display the error code. As many of the online blog posts and reported incidents of this error message seemed to be initiated by updating the Windows OS versions to newer versions, I updated one of our OS10 PCs, changing it to the latest version of OS11.</p> <p>When I ran DVR_Player, I received the same error message that had been reported.</p>
Manufacturer Actions Taken	<p>When I reported this to the manufacturer's programmers, they performed more testing and as we have already had more than a dozen new video player updates in the last couple of years mostly due to Google map code changes that the video player had to be edited to accommodate the Google mapping time used in the program, it was decided this involved too much customer-side updating and changing, so they would begin work on creating a web-based video player for their MDVRs.</p> <p>In this way, customers could utilize the video playback, and when changes were needed, they could be implemented immediately for all customers and users of the video players automatically in the future.</p> <p>As of June 30th, the Beta version of the web-based video player is now online for free testing and use in its most limited form.</p>
PC based application no longer updated	<p>Due to these Windows graphic driver error messages, we have been informed that the manufacturer will no longer update the PC-based application, and in the future, all efforts and video file viewing will be via the web-based application only.</p>
ABV Recommendations	<p>We encourage the overwhelming majority of our customers to continue using the DVR_Player that is included with each MDVR or download the newest version from our website.</p> <p>The DVR_Player versions are available here for free download and use: Index of /CUSTOMER-FTP/SD4FHD, SD4FHW & SD4FHC/Video Playback Software</p> <p>We have learned that several of the older versions are still being used by customers without issue as they purchased their systems almost 10 years ago, and they came with the much older versions of the DVR_Player.</p>

Web-based Application	<p>The web-based version would only be a complete replacement of the PC based application after the required features now present in the DVR-Player PC Application are integrated as currently the web-based player is just a Beta to verify usability but it is lacking all of the required features needed to make it a fully functional replacement for the PC application-based DVR_Player.</p> <p>The current web-based Beta version lacks the following features found in the PC based DVR_Player: There are no controls for:</p> <ul style="list-style-type: none"> Rewind Fast Forward Save a Picture Save a Video Clip start and stop GPS Mapping GPS Route taken GPS Satellite selection GPS Street Name selection Gearbox to designate the path to save video clips and screen shots No Audio volume No Mute option No Mask feature No G-Sensor Charting No Export Video Clip conversion to MP4, AVI or H.264 or h.265 No frame image selection 1 image stream, 4 images, 8 images <p>The manufacturer's Development Programmers are unable to provide an expected date for when these changes will be implemented in the web-based application.</p>
ABV Action	<p>ABV is now directly contacting those few customers with these issues and offering alternative solutions to provide them the ability to access these vital video files. We have PCs that are new and thus not affected by these error messages, possibly from older equipment that has had software upgrades.</p> <p>ABV is also taking steps to ensure forced web-based video file viewing will not be required for new customers, as well as offering alternative solutions to existing customers who prefer to keep their video files in-house and under their control, not online.</p> <p>ABV has now sourced and tested alternate DVRs that permit a PC-based video player in order to keep private evidence files within the control of the customer. These DVRs will be the same cost or less than the previous DVRs they will replace.</p> <p>Due to this change, we have created this Service Memo to inform customers of the upcoming modification to the manufacturer's video file viewing capabilities. This change will be implemented once the Beta is fully functional, incorporating the features it currently lacks.</p>