

KNOWLEDGE BASED ARTICLES

Troubleshooting Revcord Workstation Installation

The Revcord MMS is a fully compliant HTML5 browser. We highly recommend the use of Internet Explorer as it is not a supported browser and many of the required plugins are no longer supported. Later in this bulletin, there is a section on using Internet Explorer.

Troubleshooting An HTML5 Browser

Checking Your Firewalls

On both the logger and client computers, the Windows and third-party firewalls should be disabled or configured to allow:

- TCP Ports: 80, 443, *554, 943, 1935, 2002, 4510, 4520, 4530, 8087, 8086, 8181, 8431, 8970, 9876, 10000 & 10999, and 10194.
- UDP Ports: 53, *554, 10000-20000
- *Port 554 TCP/UDP is required if and IP Cam is in use. This port will also need to be forwarded to the IP of the camera if it does not have a public IP.

Other Troubleshooting Items To Review

- Enter the following in the address bar of your browser: <http://IPADDRESS/VRec> or <http://COMPUTERNAME/VRec> where the IPADDRESS is the server's IP address and the COMPUTERNAME is the domain name of the server.
- Verify your user name and password is correct.
- Minimum System Requirements: P3 800 MHz, 256MB of Memory, 300MB of hard disk space, Windows Media Player 12.0 or higher, Windows XP, Windows Vista, Windows 7, LAN connectivity, speakers or headphones, sound card, 1024 X 768 resolution or higher.
- When there has been version changes, upgrades/patches, or other conditional changes, sometimes the browser needs to be refreshed. You can refresh your browser by hitting CTRL F5. It is also possible you have to clear your cache. To clear you cache, you press CTRL + ALT + DEL while in the browser.

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Troubleshooting Internet Explorer

After you have gone through the above troubleshooting tips, please verify Microsoft Silverlight is installed and Adobe Flash is installed. If they are not, please follow the below instructions to install them.

Installing Silverlight

1. Go to <http://www.microsoft.com/silverlight/> Silverlight website.
2. Get the latest version of Silverlight by clicking the "Download Now" Button.
3. When the download is complete, then run the Silverlight.exe and install it.
4. You will be prompted for security permissions. To continue, you need to approve them.
5. You must have sufficient administrative privileges to install Silverlight.
6. Click "Install now" after reviewing the license agreement and privacy statement.
7. If you have had a previous version of Silverlight installed, or are using Mozilla Firefox, you will need to restart your browser.

Installing Adobe Flash

1. Go to <http://get.adobe.com/flashplayer/> Flash website.
2. Get the latest version of flash plug-in installer by clicking the "Install Now" Button.
3. When the download is complete, then run the flash player setup executable and install it.
4. You will be prompted for security permissions. To continue, you need to approve them.
5. You must have sufficient administrative privileges to install Flash plug-in.
6. Downloading will start, once it is complete. Then install the plug-in.