

Troubleshooting Guide

How to install CM3000 software on Windows 8

Issue Date : 2013, Apr-30th.

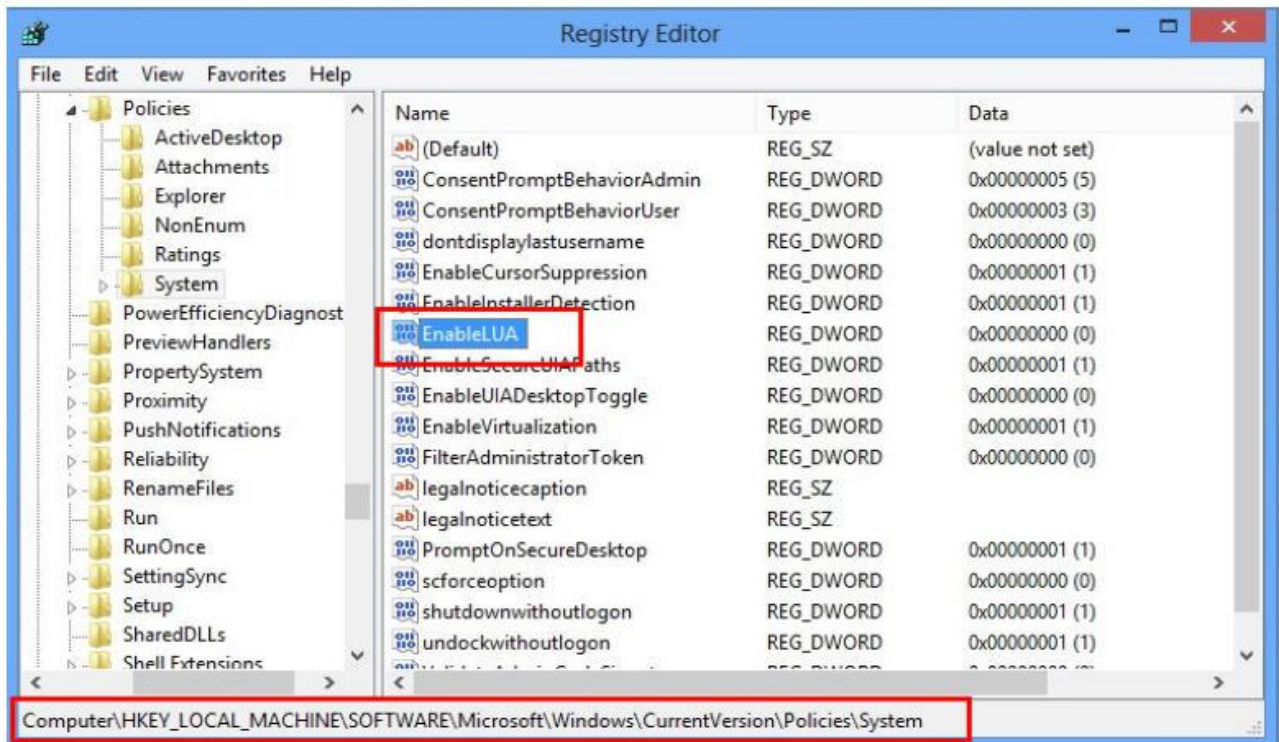
Applicable Product Models : CM3000, CM3000 Gold

Software Version : v7.7.0.0079(or above)

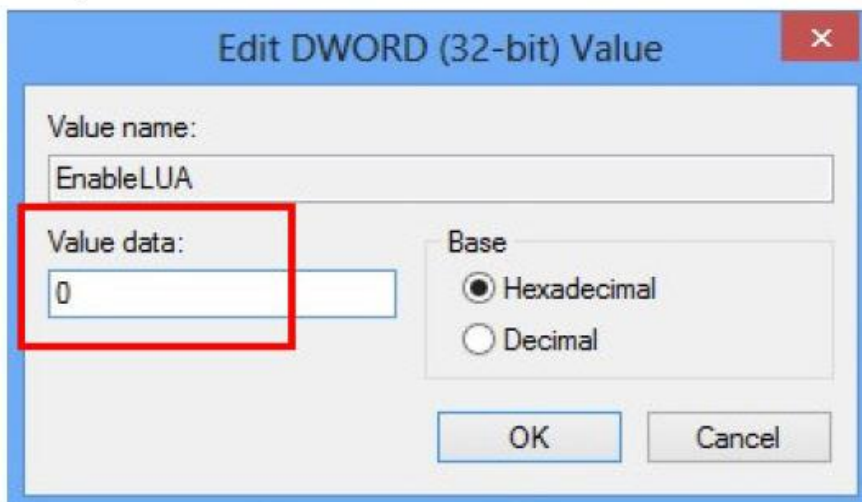
I. Turn off User Account Control (UAC)

1. Execute “regedit”.
2. Find “ **EnableLUA** ” on below path

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Policies\System



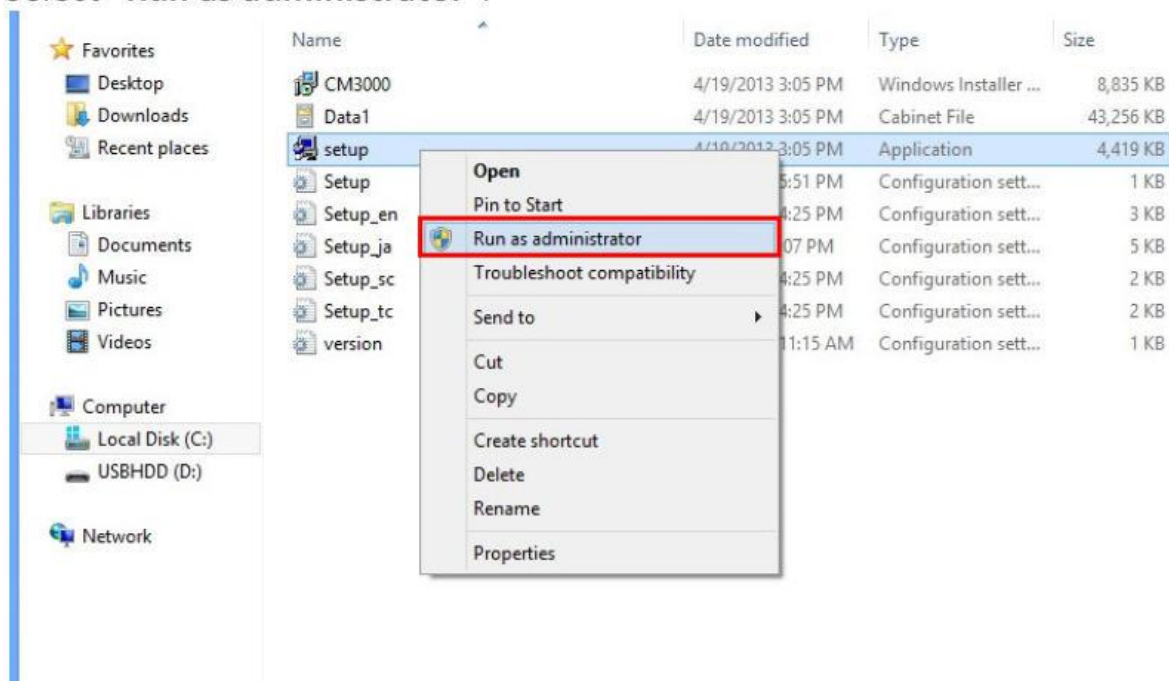
3. Modify value data to “0” and click “ok” to save.



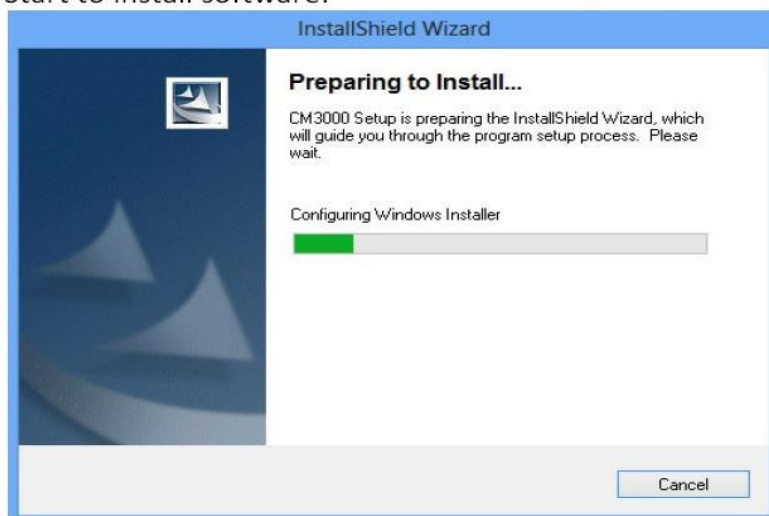
4. Reboot OS to save this change.

II. Install software by Administrator account

1. Launch file explorer and open “**CM3000**” folder.
2. Select “**Setup**” and click right button on mouse.
3. Select “**Run as administrator**”.



4. Start to install software.



III. Limitation for using CM3000/CM3000 Gold on Windows 8.

1. Center and E-map are not allowed to be displayed on the same monitor in a multiple monitor environment.
2. Audio from EXR/EH series is only available when live monitoring in Monitor mode.
3. The usage of the System controller Pro in RS485 mode is only supported when connecting to the CM3000 via RS485 or RS485TORS232 connector.
4. Image log may not be launched in Alarm search.

Troubleshooting Guide

How to install Web Tools and Qplayer on Windows 8

Issue Date : 2013, Apr-30th.

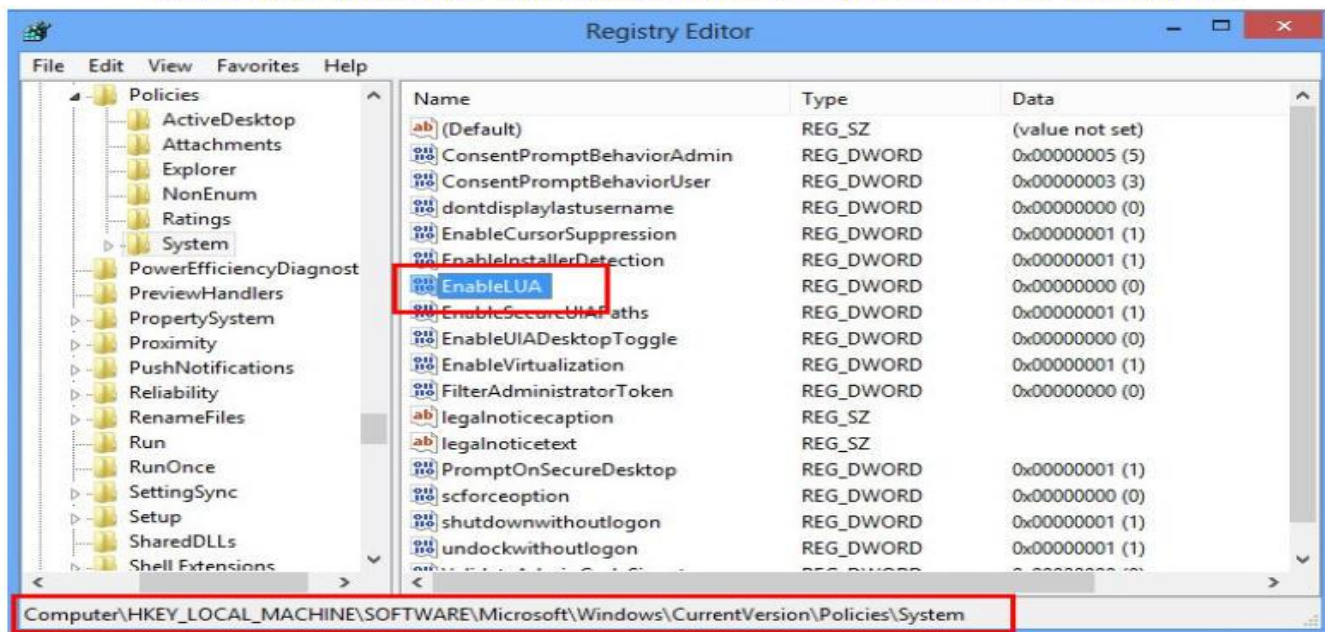
Applicable Product Models : Web Tools, Qplayer

Software Version : Remote iAlarm : v7.7.0.67(or above), Remote iSetup : v7.3.0.109(or above)
Remote iSetup : v7.3.0.109(or above), Remote iBackup : v7.7.0.19(or above)
Remote iBackup : v7.7.0.19(or above), Remote Console : v7.9.0.0033a(or above)
Qplayer : v7.9.0.0033a(or above)

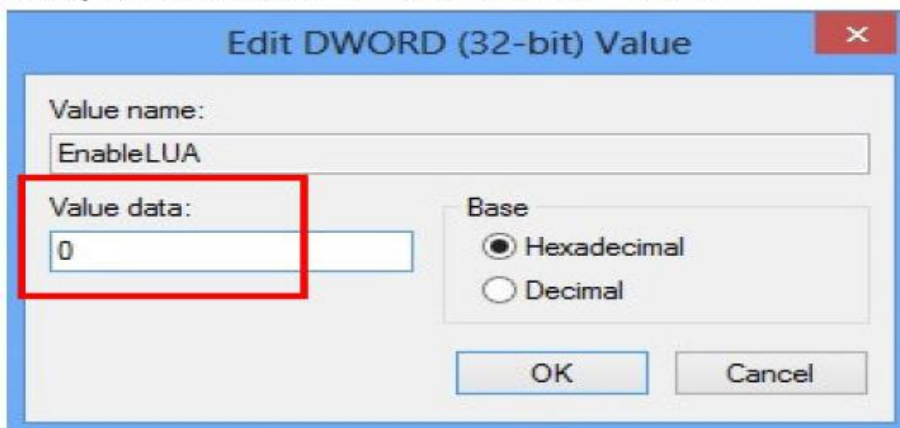
I. Turn off User Account Control (UAC)

1. Execute "regedit".
2. Find "EnableLUA" on below path

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Policies\System



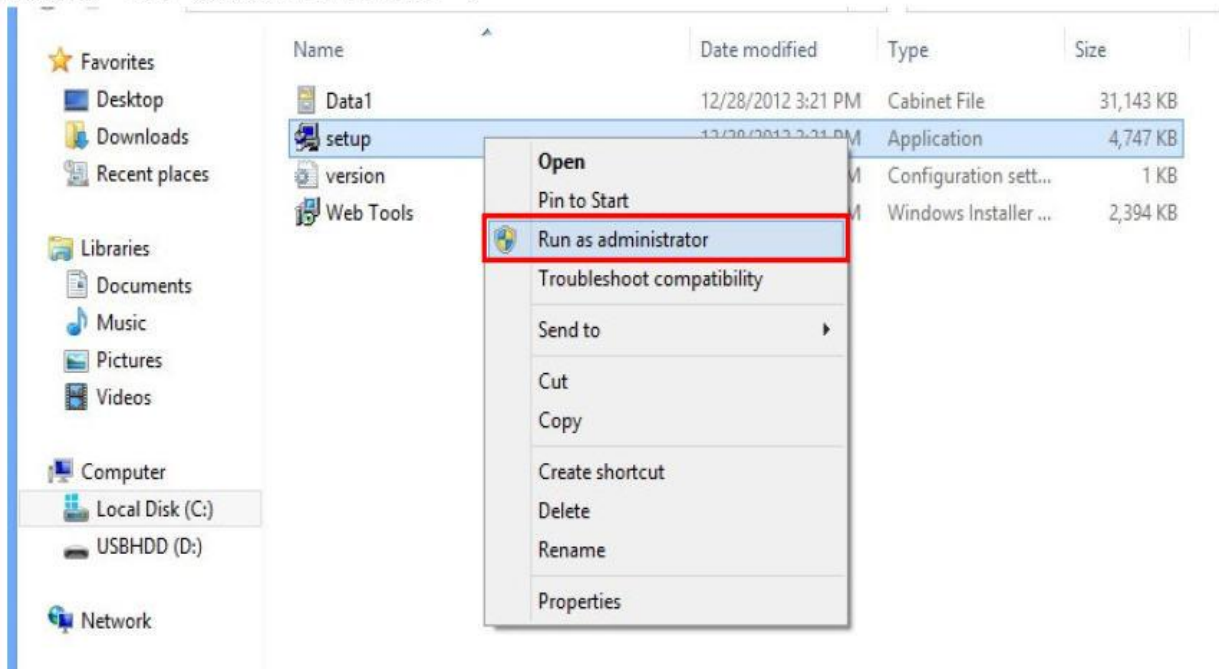
3. Modify value data to "0" and click "ok" to save.



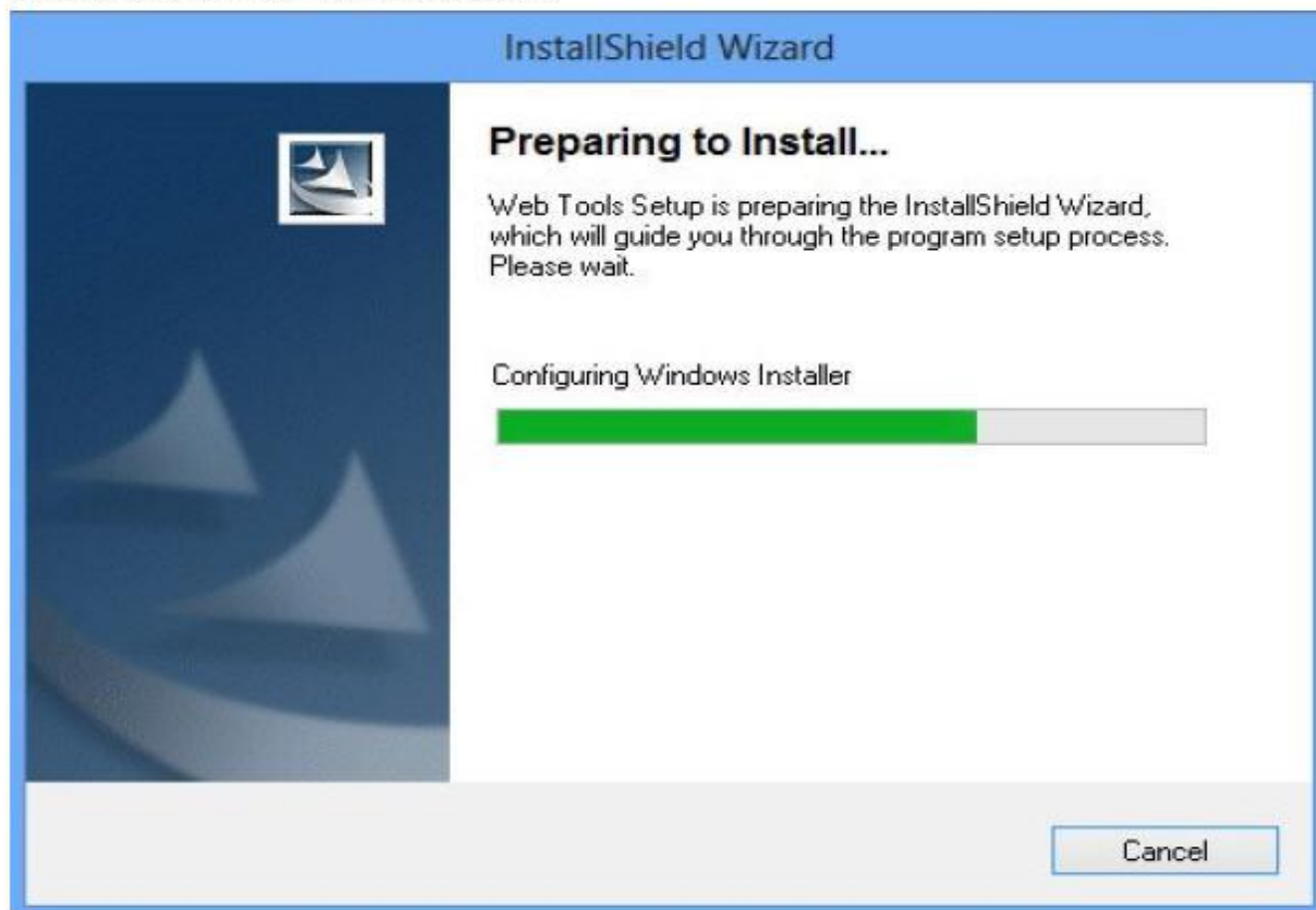
4. Reboot OS to save this change.

II. Install Web Tools by Administrator account

1. Launch file explorer and open “**Web Tools**” folder.
2. Select “**Setup**” and click right button on mouse.
3. Select “**Run as administrator**”.

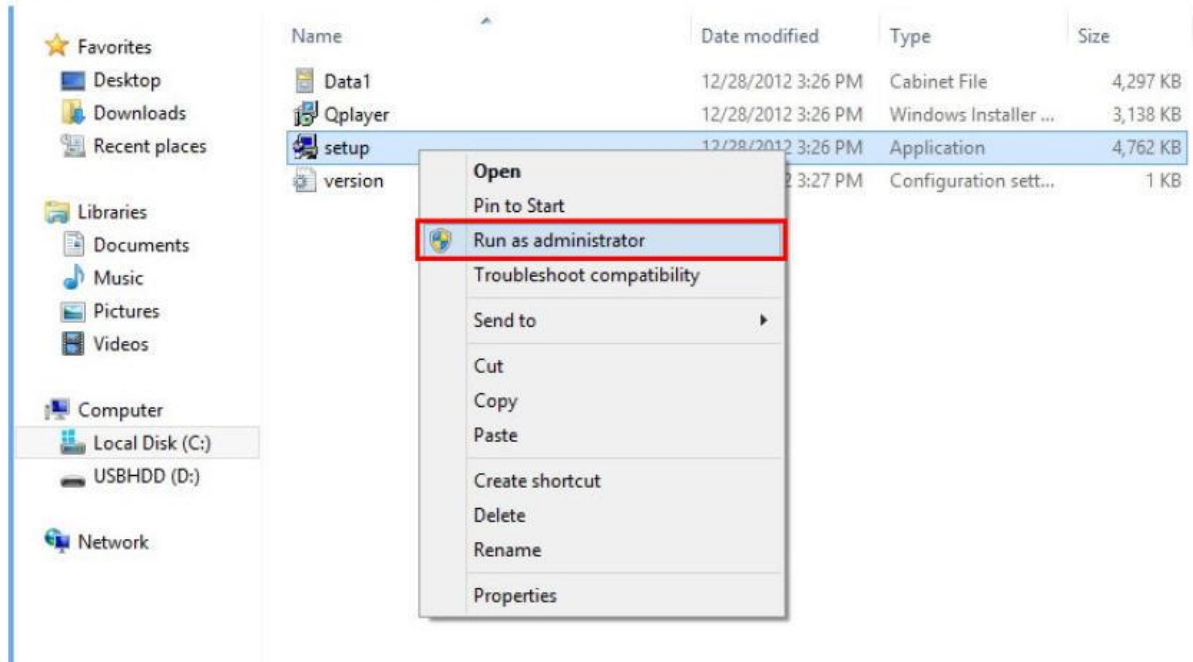


4. Start to install software.

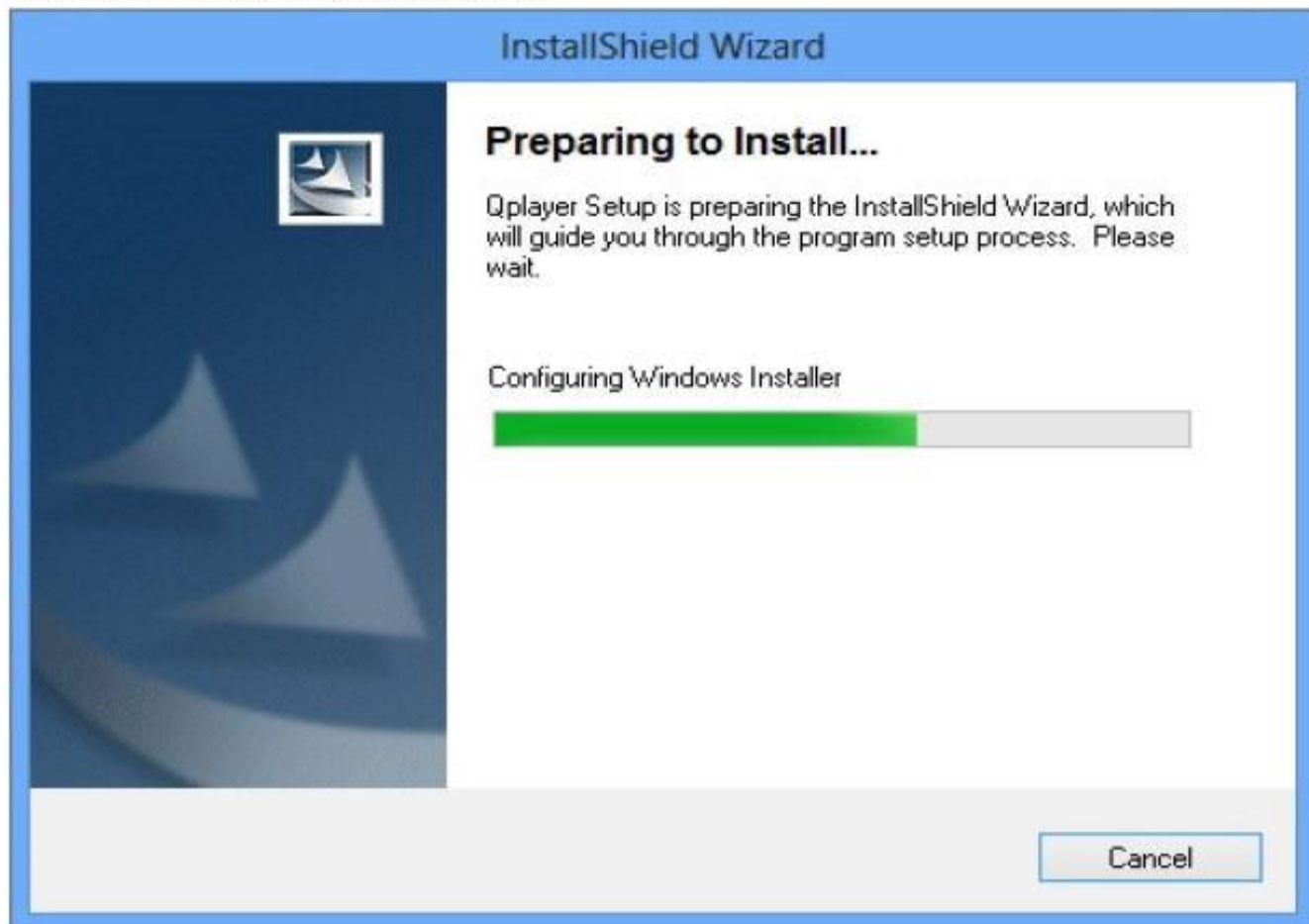


III. Install Qplayer by Administrator account

1. Launch file explorer and open “Qplayer” folder.
2. Select “Setup” and click right button on mouse.
3. Select “Run as administrator”.



4. Start to install software.



Troubleshooting Guide

How to use PCViewer on Internet Explorer 10

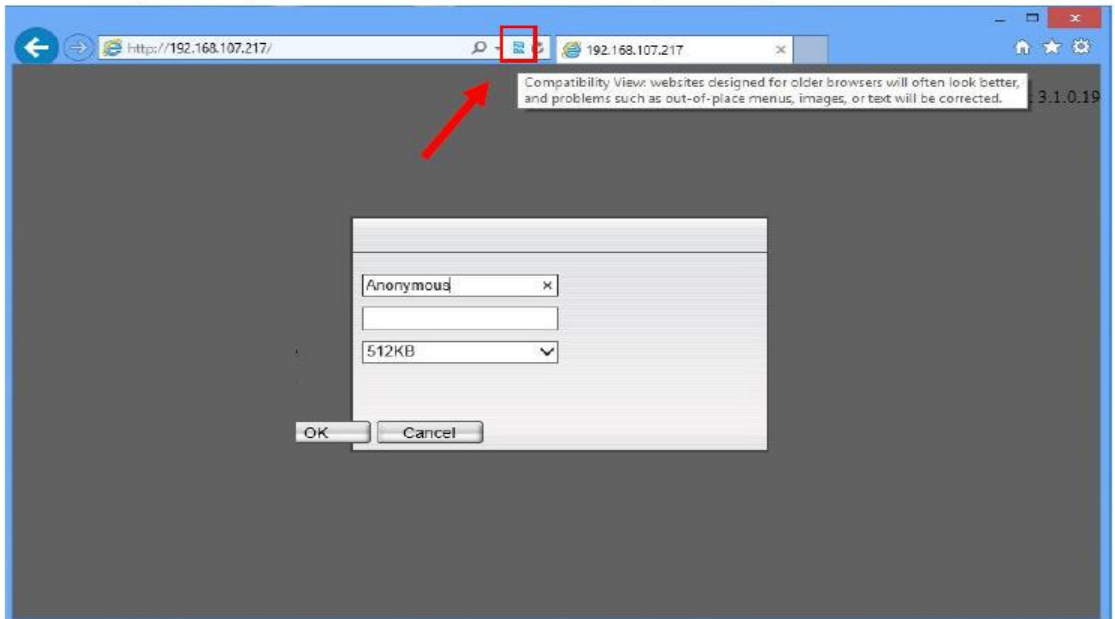
Issue Date : 2013, Apr-30th.

Applicable Product Models : PCViewer

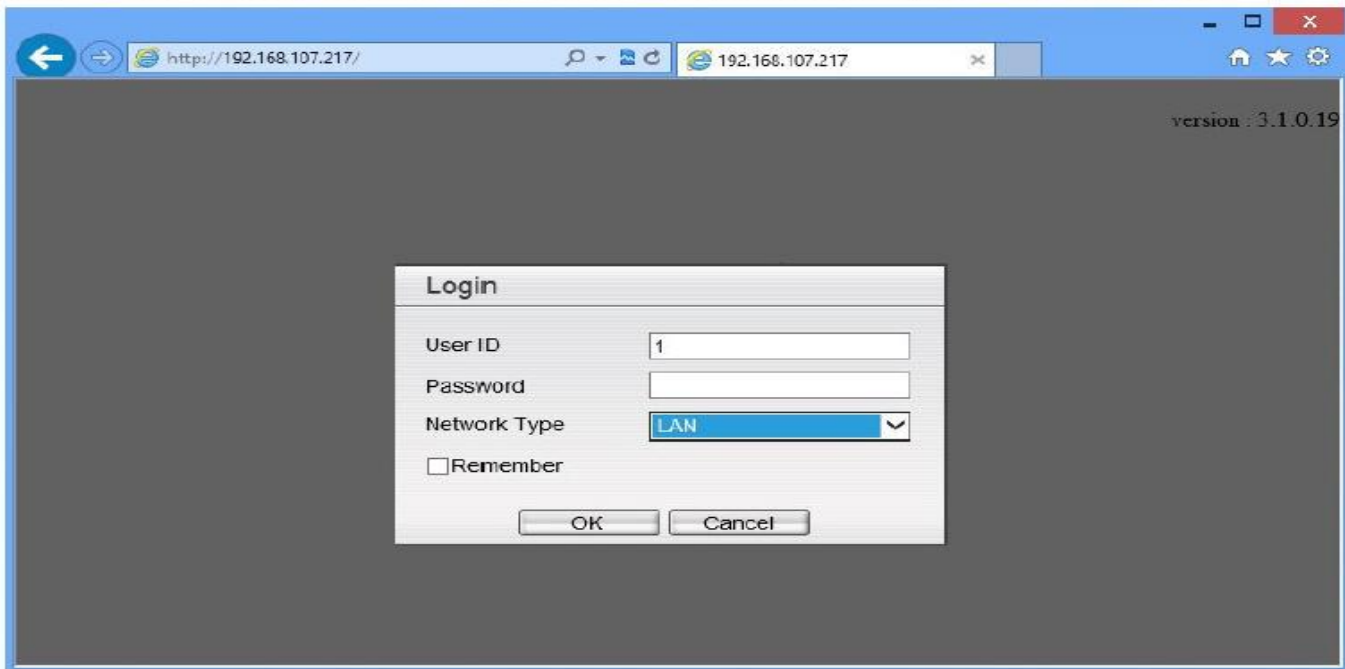
Software Version : v3.1.0.19(or above)

I. Turn on Compatibility View mode

1. Execute Internet Explorer 10 and enter DVR IP address.
2. Click "**Compatibility View**" button to enter compatibility mode.



3. Enter "**User ID/Password**" and select "**Network Type**" to login in.



II. Install ActiveX Control Module

1. After login successfully, Internet Explorer will jump out notice to Install **"PCViewer ActiveX Control Module"**, click **"Allow"** to install.

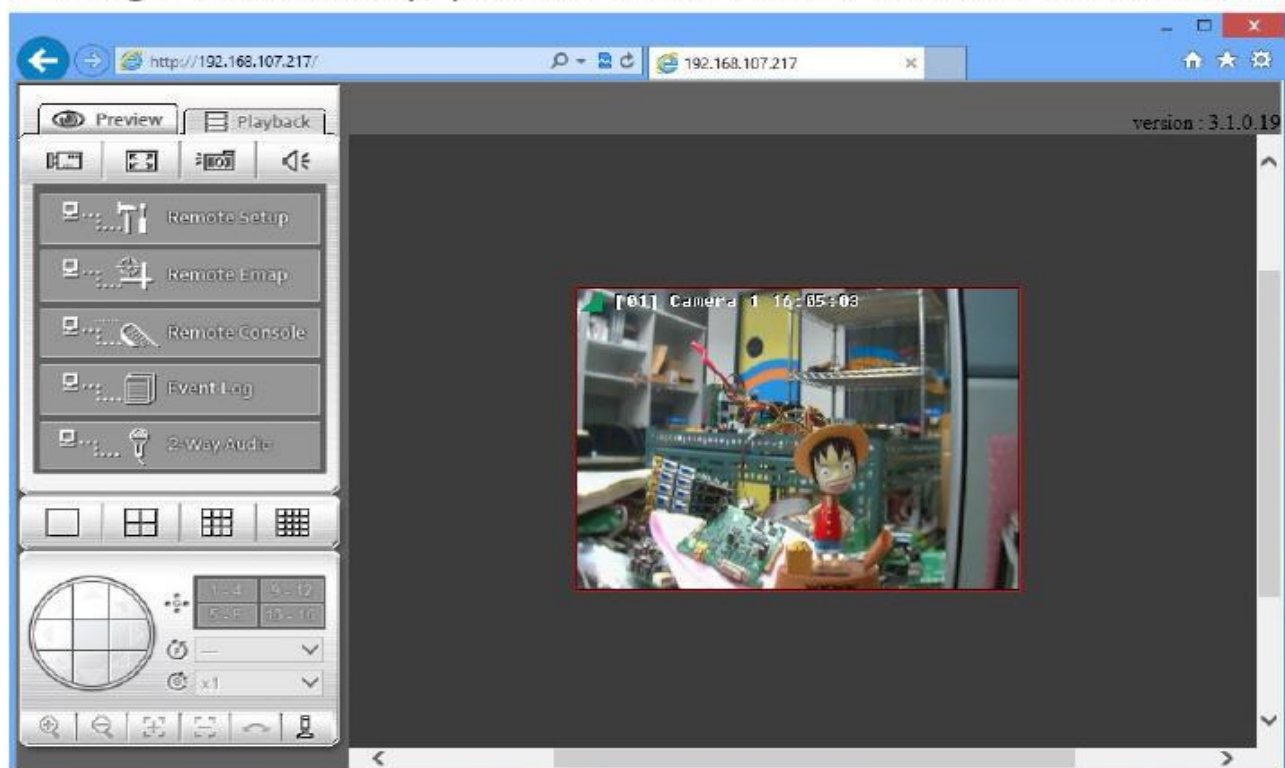
This webpage wants to run the following add-on: 'PCViwer ActiveX Control Module' from INFORMATION INC.'. [What's the risk?](#)

Allow

2. After install ActiveX module, please enter **"User ID/Password"** and select **"Network Type"** to login in.



3. After login successfully, you can start to use PCViewer to connect DVR.



III. Limitation for using PCViewer on Internet Explorer 10.

1. Switch from playback to preview, Internet Explorer will show error message, please close Internet Explorer 10 and relaunch again.



2. Video will not fill full screen, please double click the video to fill screen.

