

Technical Bulletin: # TB-00159-00-080702

Product Affected: Browser Client version 4.20

Description: When upgrading Browser Client to version 4.20 from older versions, the ActiveX control does not update properly

Date of Issuance: 09 July 2008

Purpose

This technical bulletin # TB-00158-00-080702 provides the details used for updating to the proper 4.20 ActiveX control.

The primary symptom is:

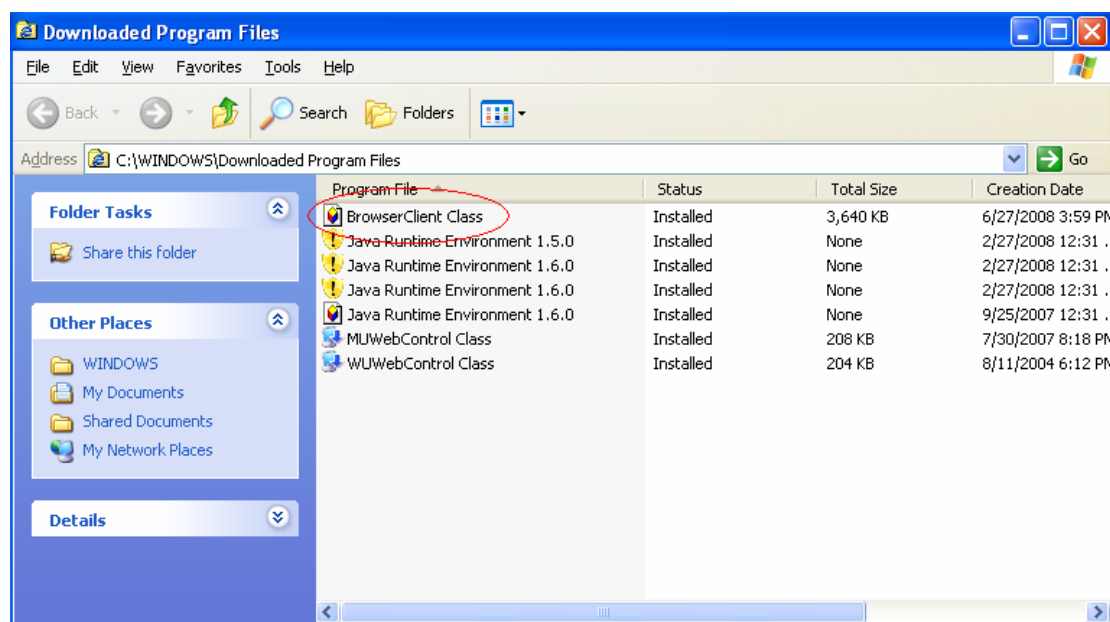
- Green lines visible in the video display window.

Permanent Solution

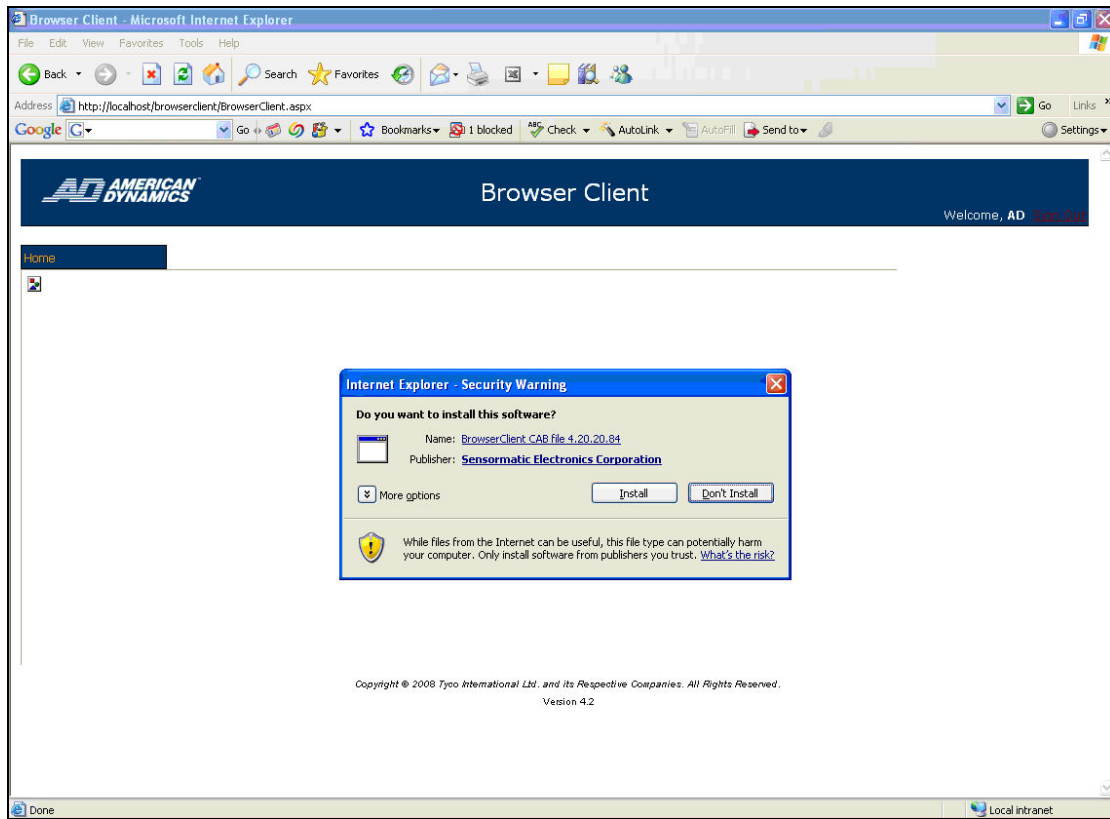
In older versions of the Browser Client in 4 x 4 display mode it is possible to see green lines in the video display window due to resolution changes on the Intellex. The resolutions that experience the green bars are 320 x 240, 640 x 240 and 640 x 480. This is the case for both NTSC and PAL.

This has been addressed in version 4.20, but the problem will still be seen following an upgrade due to the ActiveX control not being updated.

To correct for this after the upgrade to 4.20, navigate to the "C:\Windows\Downloaded Program Files" folder and delete the "BrowserClient Class".



Once the file has been deleted, then you should re-connect to the Browser Client using Internet Explorer and click the “Install” button when prompted by the Security Warning.



Continuous Improvement Statement

As with all processes defined by the American Dynamics Technical Services Group, this document is intended to be a work in progress. Further refinements and suggestions are welcome and should be sent in writing to the e-mail address listed below.

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