

VIDEO SYSTEMS

Adding Intelligence to Video

TECHNICAL BULLETIN

Date: 06/24/02
Subject: Intellex 2.2 BMP File

Technical Bulletin TB_062402

Purpose: This bulletin identifies a work around solution to a highly unusual situation that causes the Intellex to reboot itself while trying to create a BMP file.

Issue: In high traffic recording areas and with alarm sensitivity settings set high, Intellex may reboot itself while trying to create a BMP file.

Preferred Solution: Decrease alarm sensitivity settings. High sensitivity settings work best in low traffic environments.

Alternate Solution: Changes to HardwarePetInterval and HardwareTimeout settings in the Intellex Watchdog Timer will prevent Intellex from rebooting during BMP file creation.

1. Go to “Start” select “Run” and enter "regedit"
2. Go to HKEY_LOCAL_MACHINE
 - a. Software
 - b. Sensormatic-VPD
 - c. Vpd-Objects
 - d. NtlxWatchdog
3. Change the following parameters
 - a. **HardwarePetInterval from 5 to 15:** Double click on “HardwarePetInterval” from the “Edit DWORD Value” screen change the “Base” from Hexadecimal to Decimal and change the Value data from 5 to 15.
 - b. **HardwareTimeout from 60 to 90:** Double click on “HardwareTimeout” from the “Edit DWORD Value” screen change the “Base” from Hexadecimal to Decimal and change the Value data from 60 to 90.
4. Exit the “Registry Editor” screen and then exist Intellex.
5. Reboot system by selecting shut down and restart.

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