Support Issue: Video Problem with Firewire Cameras running Google Chrome

Cameras Affected: K30FW (400/EyeSpy Systems), IMB-3145FT (MOS Systems)
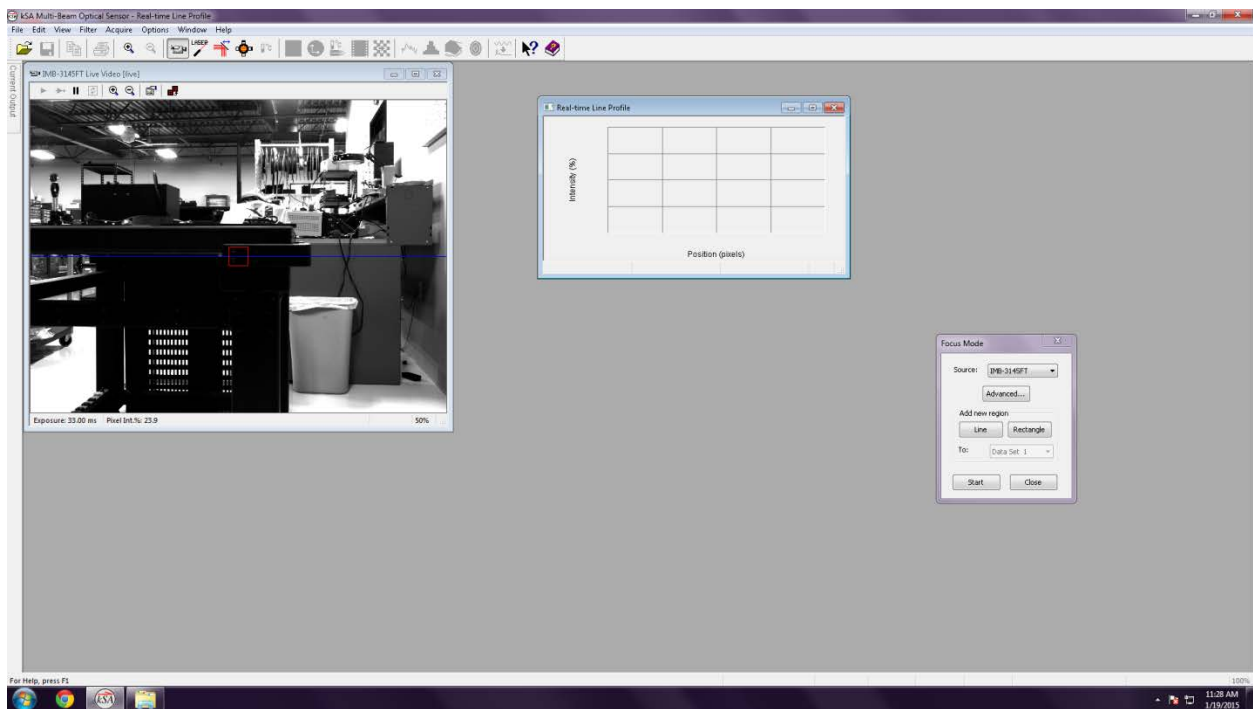
Operating System: Windows 7
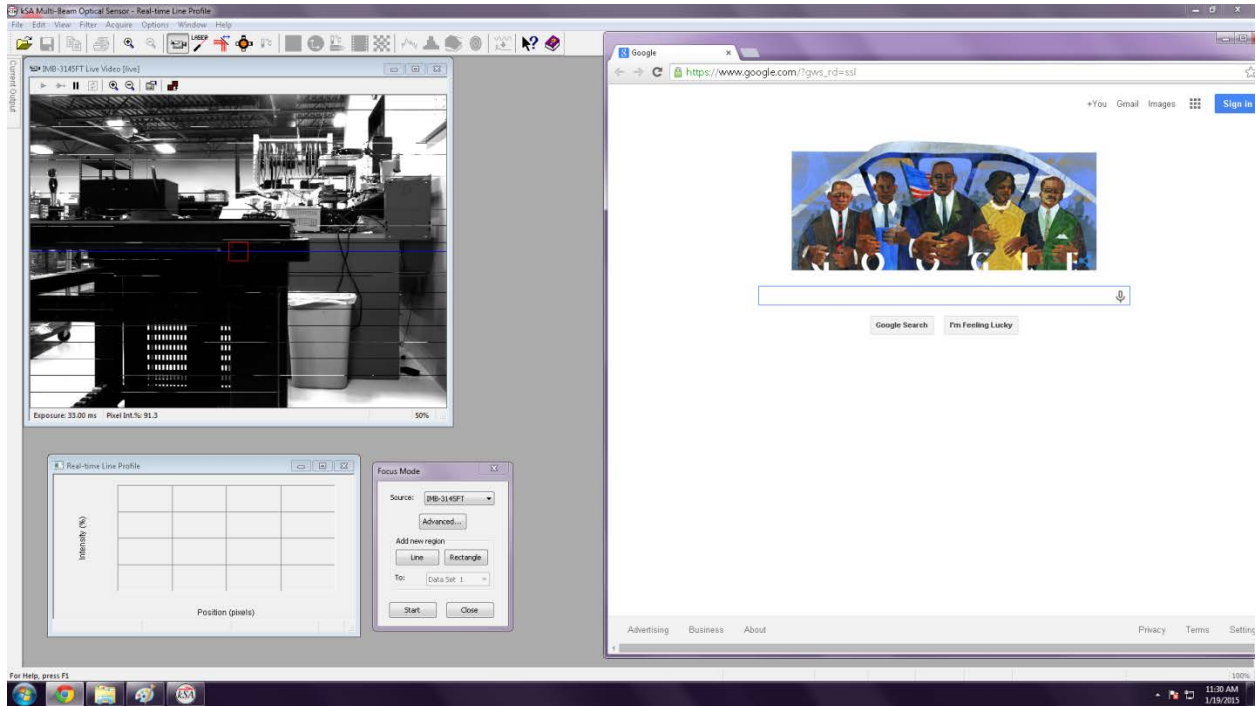
Camera Device Driver: Neptune API

Problem:

When Google Chrome is launched during video acquisition through the kSA software, the firewire camera's video will become corrupt and will not display properly.
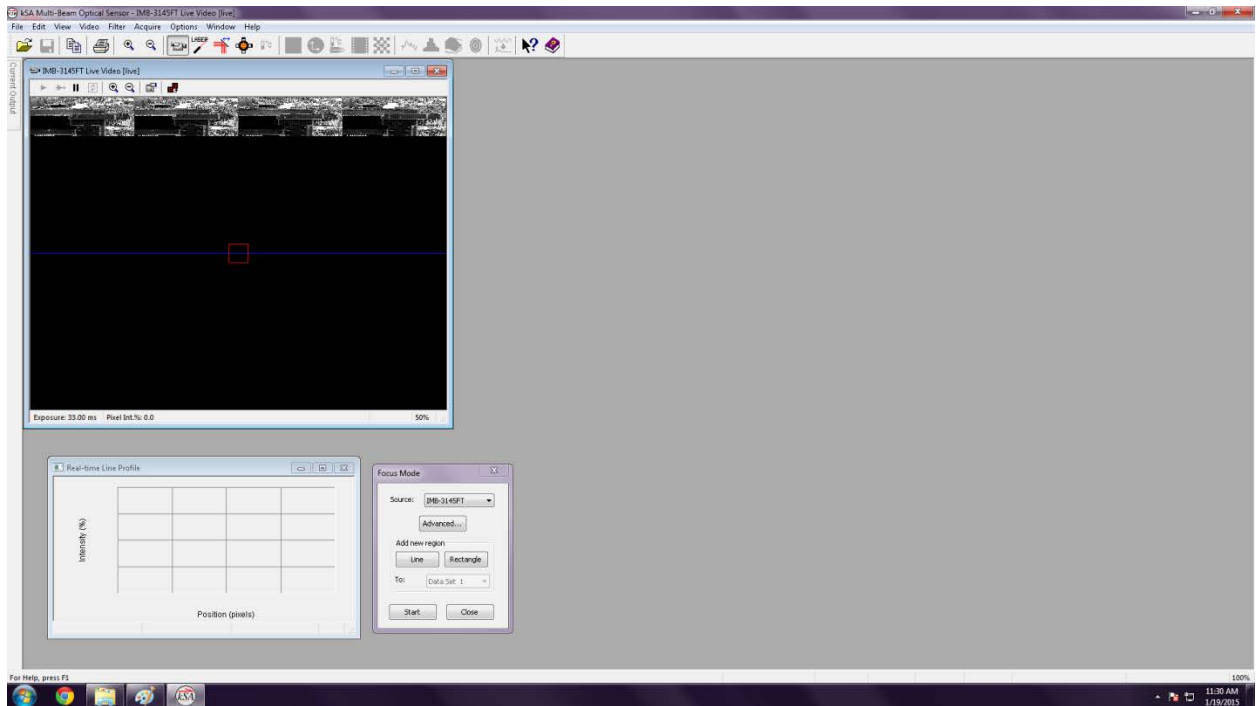
Example of correct video through the kSA software:

Example of corrupt video once Google Chrome is launched:

Example of pausing and restarting the video with Google Chrome still running:
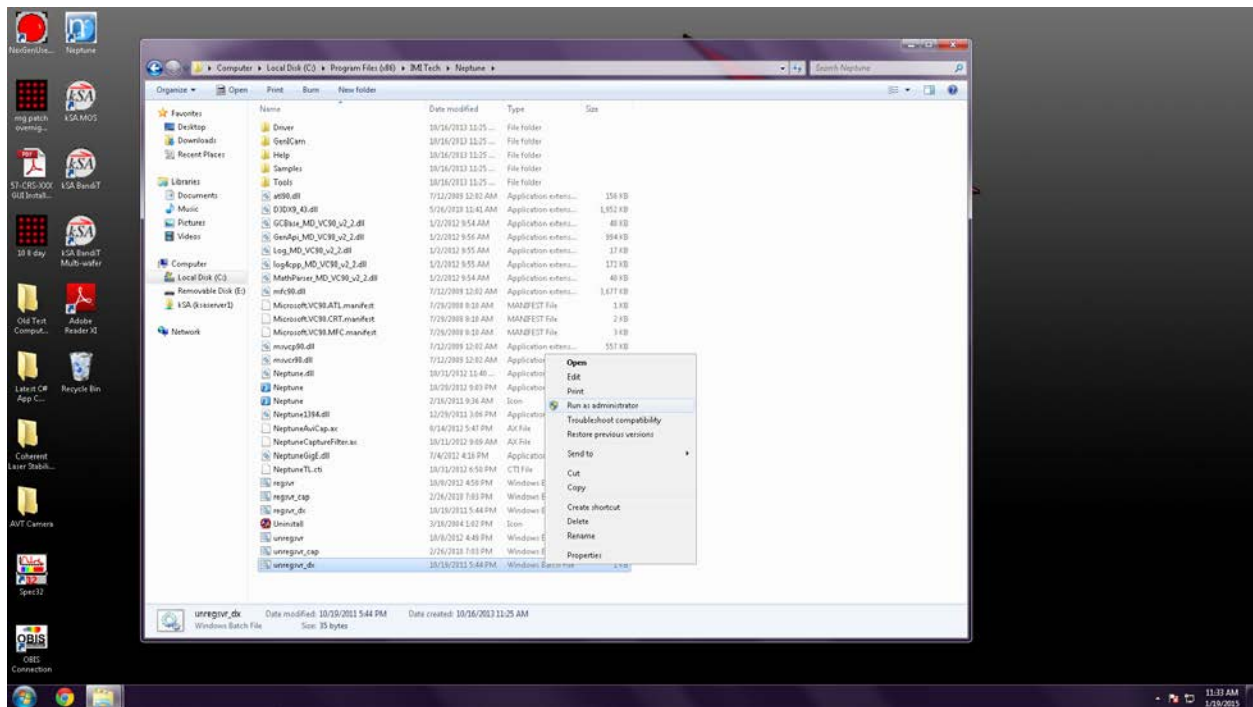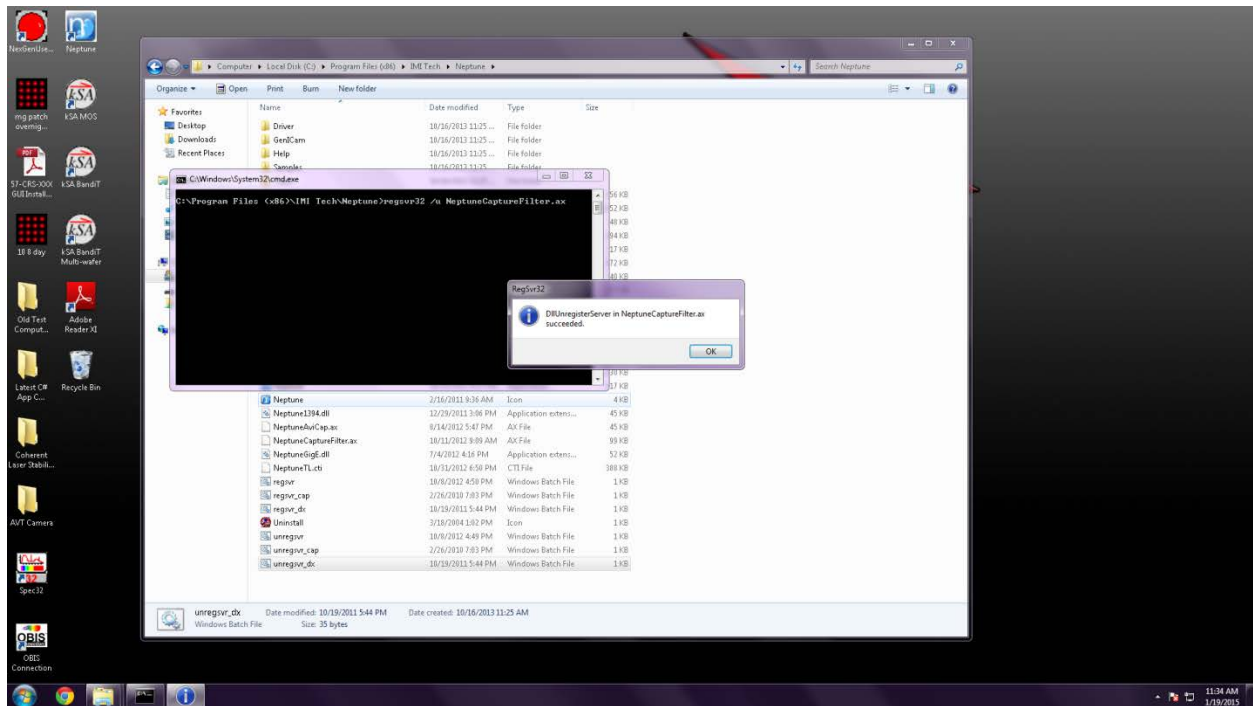
Solution:

To resolve the corrupt video issue when Google Chrome runs, the user will need to unregister a file within the cameras device driver folder (Neptune).

Locate the Neptune device driver folder: **C:\Program Files (x86)\IMI Tech\Neptune**

Right-Click on the file: **unregsvr_dx.bat**, and select, **Run as administrator**

The software will automatically confirm the batch file has been unregistered.

Once this has been completed, the cameras will now run properly when Google Chrome is launched.