

*IP Security Products: we have jvc ip camera model vn-c215v4u.the camera is working well,but the problem is when we want to see video through viewer the window get suddenly close.I also tried this <http://192.168.0.2/cgi-bin/c215viewing.cgi> the result is same.*

*pls, help in this matter.*

*regards*

*m iqbal wani*

*said ahmed al-ajou trading corporation.*

One of the possible reason for a sudden close of viewer window (I would describe it more accurate as "immediate closure without seeing an image except a white screen") is Pop-up Blocker functionality of IE.

In order to correct the problem please close Internet Explorer Pop-up Blocker.

In order to do this in IE7, please choose Tools › Pop-up Blocker › Turn Off Pop-up Blocker. Then reopen the camera viewer. This time the viewer should display a live image.

Please be aware computer may have multiple pop-up blockers running at the same time. For example installing Google Bar would automatically install a pop-up blocker and so on.

Please chase down and exit ALL Pop-up Blockers

*Unique solution ID: #1110*

*Author: Adrian Parvulescu*

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