

Re-installing an exacqVision Capture Card Driver

Note: If your exacqVision Utilities DVD is labeled with a software version 5.6.1.43456 or later, use the following procedure. If your DVD is labeled with an earlier version, skip ahead to the second procedure.

Instructions for exacqVision utilities DVD Versions 5.6.1.43456 and later

Linux

1. Insert the exacqVision Utilities DVD into the optical drive of the server. The disc will auto-launch.
2. Double-click BoardPrep.
3. Type the admin password (**admin256** is default).
4. Press **1** to install the driver.
5. Press Enter to exit.
6. Open a Terminal window.
7. To confirm the module loaded, type the command appropriate for your system:

eDVR: `lsmod | grep xdviomod`

sdvr, s7dvr, xsdvr: `lsmod | grep s6stretch`

Dahua: `lsmod | grep dm64xc`

tDVR: `lsmod | grep Exacq`

Windows

1. Insert the exacqVision Utilities DVD into the optical drive of the server. The disc will auto-launch.
2. Navigate to the Recovery folder and then the Maintenance folder.
3. Right-click BoardPrep and select Run as Administrator.
4. Select OK to run.
5. Press **Y** to install the driver.
6. Restart the server.
7. To confirm the driver has been installed, open Device Manager and verify that the board appears without any yellow exclamation marks.

Instructions for exacqVision utilities DVD Versions earlier than 5.6.1.43456

Determine which capture card is installed

Linux

1. Enter the following in Terminal: **lspci|grep 18a2**
2. The output might look similar to this:

05:00.0 Multimedia controller: Device **18a2:0026** (rev 01)

The portion after "Device" identifies the capture card. Write down this device code and proceed to Step B.

3. If you see no results, enter the following in Terminal: **lspci|grep TriMedia**
4. The output might appear similar to this:

Multimedia controller: Philips Semiconductors TriMedia TM-1300 (rev83)

This is an eDVR card. Write down this information and proceed to Step B.

5. If you still see no results and you are sure this is a hybrid system, please contact technical support.

Windows

1. Open Device Manager. If the capture card driver is not installed, the card appears in the device list as Multimedia Controller under Other Devices.
2. Right-click the Multimedia Controller entry and select Properties.
3. On the Details tab, select Hardware IDs from the Property drop-down list.
4. If the device is an exacqVision capture card, the returned Value should appear similar to the following:

PCI\VEN_18A2&DEV_0026&SUBSYS_000018A2&REV_01

The device code for the card in the example above is **18a2:0026**, based on the numbers and letters immediate after **VEN_** and **DEV_**. Write down your specific device code and proceed to Step B.

5. If the card is an eDVR card, the returned Value should appear similar to this:

PCI\VEN_1131&DEV_5402&CC_0480

This is an eDVR card. Write down this information and proceed to Step B.

6. If you do not see a Value similar to the ones listed above, and you are sure this is a hybrid system, try to find another Multimedia Controller in Device Manager or contact technical support.

Download the driver

1. If you have Internet access, you can find the driver in the following location:

<https://exacq.com/support/downloads.html>

Otherwise, you can find the driver on the exacqVision Recovery CD that shipped with your system.

2. Use the following table to determine which driver to download:

Device Code (from Step A)	Card Type	Installer Type	Linux Filename	Windows Filename
19e5:xxxx	DHVRC8008HB	Dahua	dahua.deb	N/A
19e5:3520	DHVEC8016HB	Dahua	dahua.deb	N/A
TriMedia TM-1300	N/A	eDVR	xdvapi.deb	xdvapi.exe
18a2:0002	VRC6016	SDVR	sdvr.deb	sdvr.exe
18a2:000a	VRC6016C	SDVR	sdvr.deb	sdvr.exe
18a2:002b	VRC6016C	SDVR	sdvr.deb	sdvr.exe
18a2:0020	VRC7016L	SDVR	s7dvr.deb	s7dvr.exe
18a2:0023	VRC7008L	SDVR	s7dvr.deb	s7dvr.exe
18a2:0025	VRC7032	SDVR	s7dvr.deb	s7dvr.exe
18a2:0026	VRC7016LX	SDVR	s7dvr.deb	s7dvr.exe
18a2:002A	7008E	SDVR	s7eDVR.deb	s7eDVR.exe
18a2:002B	7016XE	SDVR	s7eDVR.deb	s7eDVR.exe
18a2:1974	xsDVR6516	SDVR	xsdvr.deb	xsdvr.exe
18a2:19e8	xsDVR6632	SDVR	xsdvr.deb	xsdvr.exe
5851:8008	TDVR8008	tDVR	tdvr.deb	tdvr-Setup.exe
5851:8016	TDVR8016	tDVR	tdvr.deb	tdvr-Setup.exe
5851:8032	TDVR8032	tDVR	tdvr.deb	tdvr-Setup.exe

Install the driver

Linux

1. Double click on the appropriate driver file found in Step B.
2. Click Install Package.
3. If asked for a password, enter **admin256**.
4. After the installation is complete, click Close.

5. Exit the package installer application by clicking the X in the upper-right corner of the window.

Windows

1. Run the EXE file found in Step B.
2. Open Device Manager.
3. Verify that the board appears as a device without any yellow exclamation marks.

Note: For eDVR systems, you must run Control Center in Windows, or `/usr/local/xdvapi/bin/xdvccl` in Linux, to populate the device info in XDVAPI.ini.