Arecont Single-sensor Cameras Do Not Connect or Display Video After Restart on Windows 7 exacqVision Systems

Arecont single-sensor cameras with firmware 65218 and 65219 can fail to connect or display video after a Windows 7 exacqVision system restarts. This can occur because exacqVision software changed to the RTSP protocol starting with version 5.4. Arecont plugins in exacqVision versions earlier than 5.4 use TFTP, which is not affected by this issue.

To obtain beta firmware, visit https://exacq.com/support/ipcams.php and search for your camera model. Then click the link under the Integration Status column for details.

Also, firmware older than 65218 can be downloaded and installed from Arecont's support website. If you have firmware 65219 installed, do not update the firmware; Arecont will provide a solution for these and other cameras.