

dvrshark

Digital Surveillance Systems

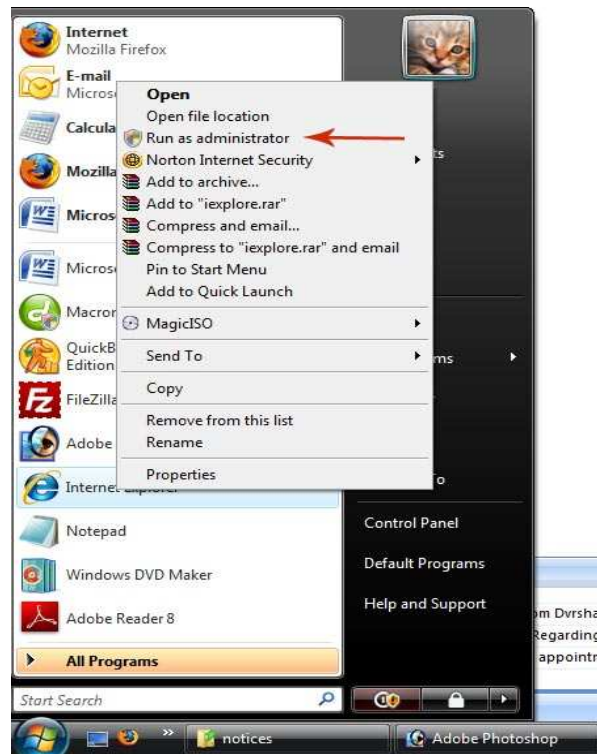
Date: April 21, 2009

Dear Customers,

This notice is for customers who have our PC-Based DVR system. It does not apply to you if you have a Stand-alone DVR system. You may have experienced some problems trying to view your cameras using Windows Vista. You may get an error message such as “Cannot Install” or “Webcamx bmp cannot be run”. This is a manufacturer problem and we have notified them of this problem.

While they work to release a patch, we have come up with a solution to overcome this problem. It can be solved if Internet Explorer is run under “Administrator” mode.

1. Close all open Internet Explorer Windows (if any)
2. Find the Internet Explorer Icon (on your desktop, start menu, etc., right click on it and click on “Run as administrator” from the menu. See the picture below.



Running Internet Explorer in Administrator Mode

3. Go to <http://www.dvrshark.com/login.html> and login using your email and password and click on "View my cameras". You may be prompted for permission to install ActiveX control. You must click "Install ActiveX" or "Run". Wait for a couple of minutes while the ActiveX installs.
4. You should be able to View your cameras, providing ActiveX is enabled. If you still experience problems, please contact us at info@dvrshark.com.