

3xLOGIC

Tech Tip 090016

HICAP and MIS series capture card issues with Dual Core CPUs or Hyperthreading

Tech Tip Number:	090016
Date:	June 15, 2009
Product Affected:	Vigil Server HICAP and MIS DVRs – all versions
Purpose:	This bulletin provides notification of a hardware issue with some HICAP and MIS series capture cards when installed in systems with Dual Core CPUs or Hyperthreading enabled.

Situation: When HICAP series cards with capture ability of 60 FPS or higher or MIS series capture cards are used in systems with Dual Core CPUs or with Hyperthreading enabled in the Motherboard BIOS, the video stalls frequently and can experience display issues.

Symptoms: The capture threads stall very frequently and images sometimes develop strange distortion, such as the image below.

Image1: Distorted Image Example



Resolution:

HyperThreading: If you are using a motherboard with HyperThreading enabled, this feature can often be disabled in the Motherboard BIOS. Please refer to the Motherboard manual for details.

Dual Core CPU: If you are using a dual core CPU, to resolve this issue either switch to a single CPU system or switch to a different capture card.

Cards which are safe to use with HyperThreading or Dual Core CPU:

- Hicap50
- Hicap25

Contact Information

If you require more information, or if you have any questions or concerns, please contact 3xLogic Technical Support:
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