

Development - 8-12-2020: Binary Video Log Broken (v2.1.18/v2.1.19)

01/04/2024 10:59 am EST

Issue Description:

A few customers have started having problems in the Web Client when viewing binary video. It is typically reported as a VCC problem, but the issue was actually just reading the log line in the MWC API. We had tried to fix a bug with Sureview and accidentally introduced this bug for other binary video log types.

Solution:

We added a check to make sure the URL is populated before trying to check if it is a SureView log type. Also added a general try catch for anything we have not anticipated.

Apply Fix:

- Run MWC installer on web servers

There are two different installers attached. They are for the different versions this hotfix applies to individually. Use the correct one.

DevOps Work Item:

BUG 14408