

Fixing the White Screen Issue on Chrome and Edge

Issue Description:

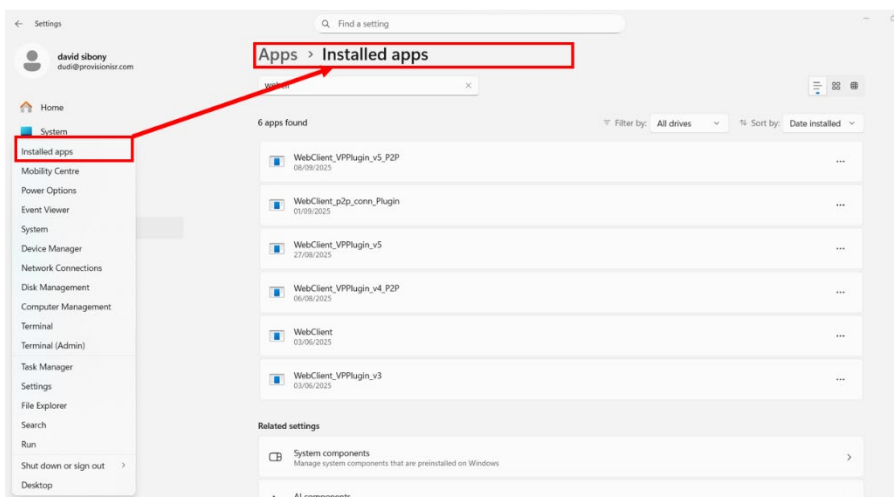
Some users may encounter a white screen when accessing specific IP cameras and NVRs using Chrome and Edge (Chromium-based, version 139+). This issue is a result of a recent browser plugin update that altered the window configuration, leading to a conflict with our web plugin. We are actively working on a permanent solution and will provide updates as soon as possible.

Temporary Solution:

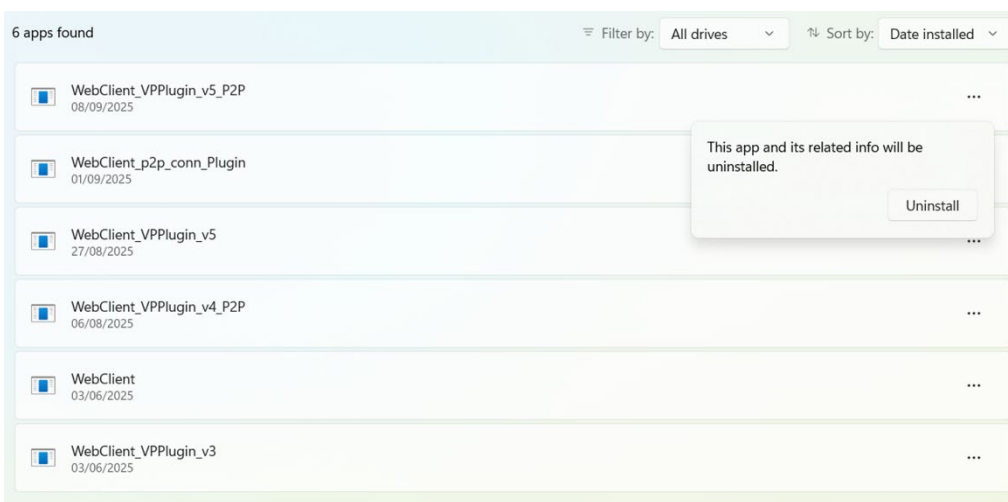
Until the fix is released, please use the following workaround to restore access.

Step 1: Delete Older Plugins

1. Go to "Add or Remove Applications" or "Installed Apps."

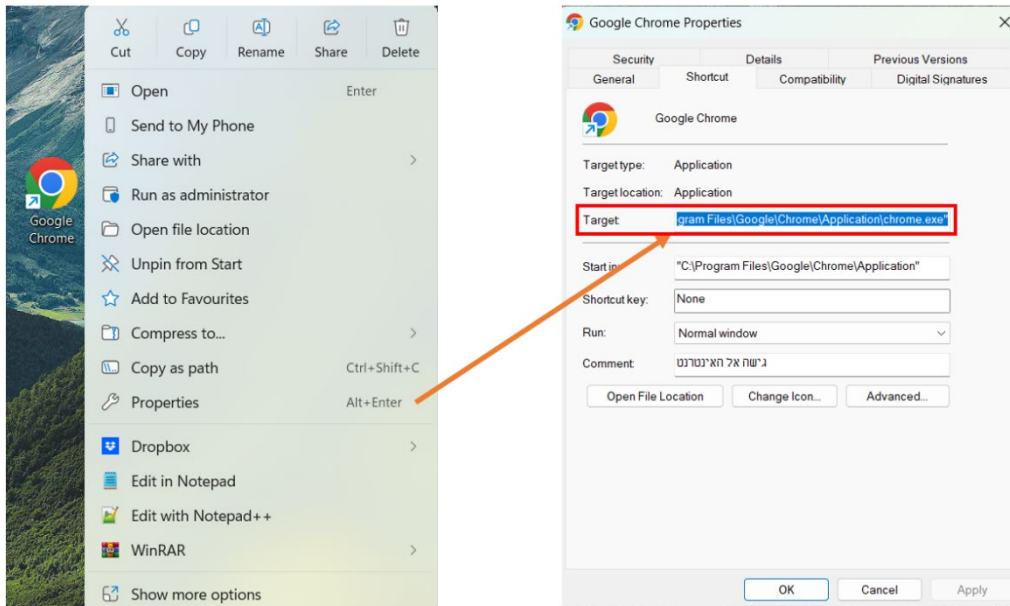


2. Search for "webclient" and remove all corresponding results.



Fix for Google Chrome:

1. Right-click the **Google Chrome shortcut** on your desktop.
2. Select **Properties**.



3. In the **Target** field, do not delete the existing text. Add the following at the end of the line:

`--disable-features=RemoveRedirectionBitmap``

Example:

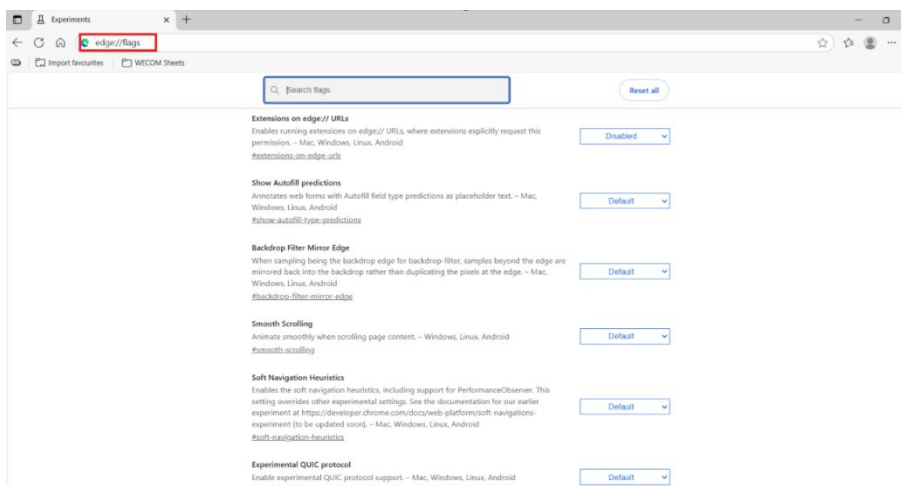
`"C:\Program Files\Google\Chrome\Application\chrome.exe" --disable-features=RemoveRedirectionBitmap``

4. Click **Apply**.
5. Restart Chrome.
6. Log in to the NVR/IPC web again.

Fix for Microsoft Edge:

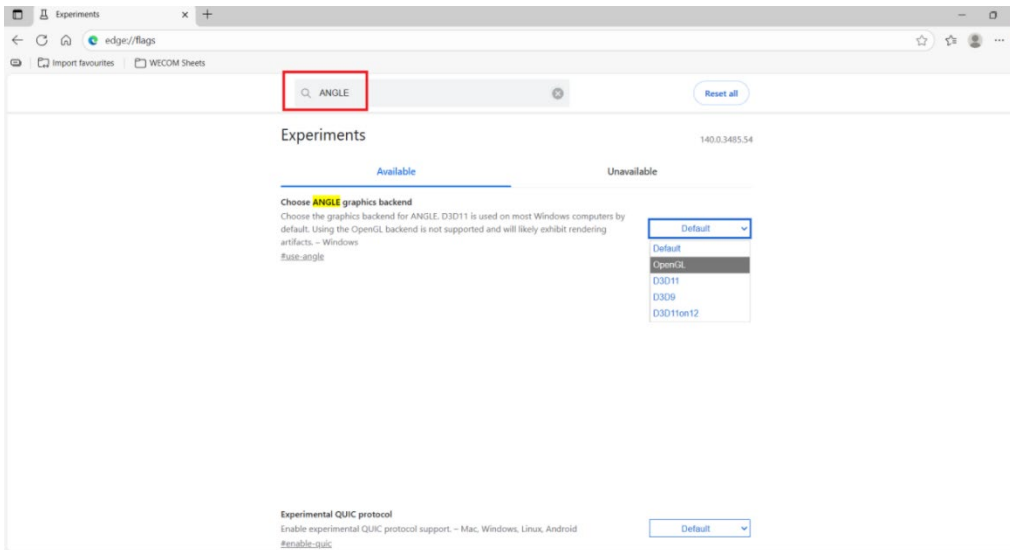
1. Open the Edge Flags Page

- Launch Microsoft Edge and type `edge://flags`` in the address bar, then press **Enter**.



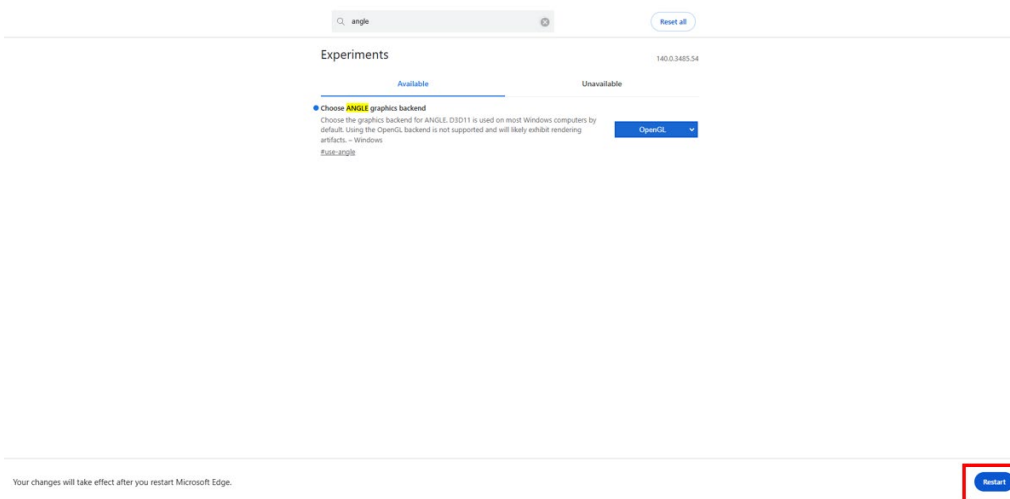
2. Search for ANGLE

- On the flags page, use the **search box** at the top and type `ANGLE`.



3. Change the ANGLE Backend

- Look for the flag labeled "**Choose ANGLE graphics backend**" (or a similar one). By default, it is set to **Default**.
- Click the dropdown menu and test the following options one by one, using the **Restart** button at the bottom:
 - OpenGL**
 - D3D11**
 - D3D9**
 - D3D11on12**
- Edge will close and reopen with the new graphics backend.



4. Test Your Plugin/Video

- Open the page with your plugin or video again. If the issue persists, repeat the steps and try another backend until you find the one that works best for your system.

Tip: Most users report success with either **D3D9** or **OpenGL**, but results may vary depending on your GPU drivers.

Final Note

We will provide a permanent solution through an updated web plugin as soon as it becomes available.

Best regards,
Provision-ISR Product Team