

Missing Linux Drivers in Windows OS

FIELD SERVICE MEMO #4

AFFECTED: SD4 Pre 2011 (aka 4CSD by Safety Vision)
Issue Date: April 15, 2011

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Please note:

We have now received 5 calls for technical assistance relating to this problem so at this time a Service Memo is warranted

www.AmericanBusVideo.com

Problem	Some Windows operating systems cannot recognize the Linux file format on the SD cards
Problem Indication	Some customer PCs cannot recognize Linux partition SD cards and this DVR partitions SD cards in Linux. Secondary problem; this product passed all testing and Beta testing, when introduced into the market on a wider scale we started receiving reports of long "loading metadata" delays. These delays experienced by several customers made the program annoying to use, and wasted much of their time waiting on the program to load the data files. Some delays in loading were reported up to 30 minutes to load a single folder.
Efforts to Resolve	For six months we requested the OEM Technical representative to correct the problematic programming issue. The end result was an apathetic reaction to some customer concerns and no satisfactory service response to the problems we presented them with. Due to this lack of competent commitment and support from the OEM technical representative, it was decided to drop this product line as those supplying it to us, could clearly not support it. This product was no longer sold, advertised or supported after 4-15-2011 by ABV. This product line was replaced with another product when reports from customers of inability to "see" files on SD cards and inability of their PC to recognize or read any files from the Linux SD cards prevented their use of the system.
Limited Available Solutions	Some versions of Windows, like XP, may deprive "Limited User" accounts of these Linux drivers. In these cases simply permitting those users with more user privileges may solve the problem. Other newer Windows operating systems may require more involved solutions. As the primary problem of missing Linux drivers for the USB devices is a result of Microsoft omitting those drivers in some versions of their Operating systems, some may benefit by adding third party programs that will permit those Linux drivers to be seen, or read depending on the program. http://www.americanbusvideo.com/CUSTOMER-FTP/SD4%20%20Pre%202011%20sale/ Select the file named: "Tools to access LINUX.pdf" From the Geek site: http://www.ubuntugeek.com/tools-to-access-linux-partitions-from-windows.html Tools to access Linux Partitions from Windows Explore2fs Explore2fs is a GUI explorer tool for accessing ext2 and ext3 files systems. It runs under all versions of Windows and can read almost any ext2 and ext3 file system. Project Home Page http://www.chrysocome.net/explore2fs The only company I am aware of currently that still markets the DVR that incorporates the same video player is Safety Vision. They may have updated technical solutions to this problem as they are still marketing a similar product to their customers. They offer a new player program that does not seem to suffer from the excessive long delay in loading metadata times named "Foresight" for the 4CSD DVR. Click here for the version we verified functions on the older systems we had in house for testing: Foresight SV Player for 4CSD/