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主題:9501 客人拍好影片卻不能存成影像檔

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Q: 9501 客人拍好影片卻不能存成影像檔.

這情況剛好發現在 AMD chipset (ryzen series) 筆電，或許以後也會有別的筆電會如此這都是 MPEG 硬體加速編碼時有相容性問題，會造成存檔錯誤；若客戶有相關問題，可透過 9501 PC 軟體更新來解決。

版本必須是 “HiBestViewer_V2.02.001” 或更高

解壓縮 “HiBestViewer_V2.02.001.7z” 這個檔案後，會得到一個

“HiBestViewer_V2.02.001” 資料夾。執行 “HiBestViewer_V2.02.001” 資料夾下的 “Setup_HiBestViewer.exe” 來安裝 “高速相機軟體” (包括 drivers 及應用程式) 就可以了

HiBestViewer_V2.02.001 放於業務 ftp 的以下路徑:

Y:\1 Sales 業務資料\1 工程技術備忘錄\3 高速攝影機

Q: 9501, Customer has taken a video but cannot save it as an image file.

This situation happens to be found in AMD chipset (ryzen series) laptops, and maybe other laptops will be like this in the future. This is a compatibility issue during MPEG hardware acceleration encoding, which will cause archiving errors; if customers have related problems, which can be solved through 9501 PC software update.

Version must be "HiBestViewer_V2.02.001" or higher

After decompressing the "HiBestViewer_V2.02.001.7z" file, you will get a

"HiBestViewer_V2.02.001" folder. Execute "Setup_HiBestViewer.exe" under the

"HiBestViewer_V2.02.001" folder to install the "high-speed camera software" (including drivers and application) on it

HiBestViewer_V2.02.001 is placed in the following path of the business ftp:

Y:\1 Sales 業務資料\1 工程技術備忘錄\3 高速攝影機