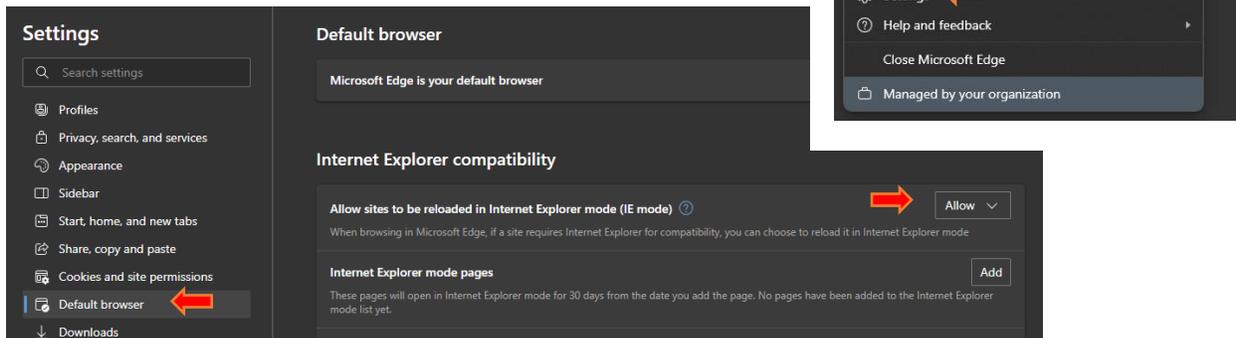


Univiewtec Star4Live/WebPlayer Plugin Setup

This tec note will cover installation of the various plugins across our many recorders, cameras, and the cloud service website. Two types of plugins are involved in getting full remote access on browsers, one is the Star4Live_P2P plugin, and the other is the WebPlayer plugin. The WebPlayer plugin has many versions, and varies from device to device, and sometimes even firmware to firmware.

Internet Explorer Mode of the Edge Browser

While the WebPlayer plugin will run in any browser, it may sometimes be required to access the **Internet Explorer mode** of the windows **Edge Browser** to complete the initial installation. To enable this mode, open the Edge browser on your Pc. Click **•••** in the top right corner, and then on **Settings**. In Settings, navigate to the **Default Browser** tab, and under Internet Explorer compatibility, select the dropdown for **Allow sites to be reloaded in Internet Explorer mode (IE mode)** and change it to **Allow**.



When this change is made the browser will need to be restarted, after which you should have **Reload in Internet Explorer mode** as an option in the **•••** menu, and possibly an  icon to the left of that menu. Once you load the web page, you can click either location to re-load that page in IE mode. When you do and the page comes back up, you may see different options at the top of that page for plugin installation.

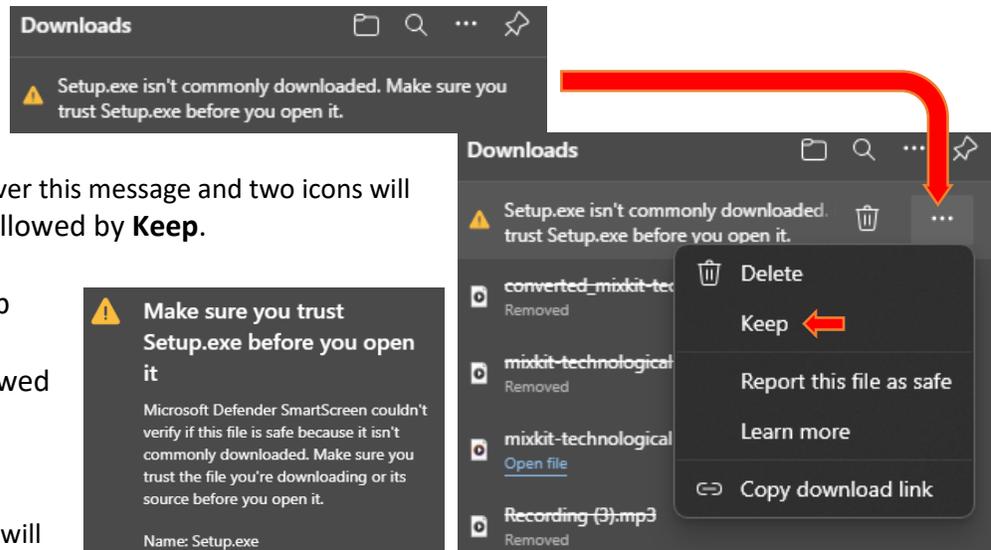
Star4Live P2P Plugin Setup

The Star4Live Plugin is installed from Star4Live.com. It is the plugin required to facilitate the web connection to remote devices on your cloud account. Note that even AFTER installation, once you log in you will see this banner. It is just a warning to make sure you have updated the plugin, but if this is your first time seeing it, or are having issues accessing the web links of your devices, click the **Download** link.

Please click [Download](#) for the latest P2P service plug-in. Versions before 1.16.0001 will not be supported. To view your current plugin version, click Control Panel > Programs and Features > Star4live_P2P. Please close your browser before installation starts and ignore any anti-virus alerts.

Download

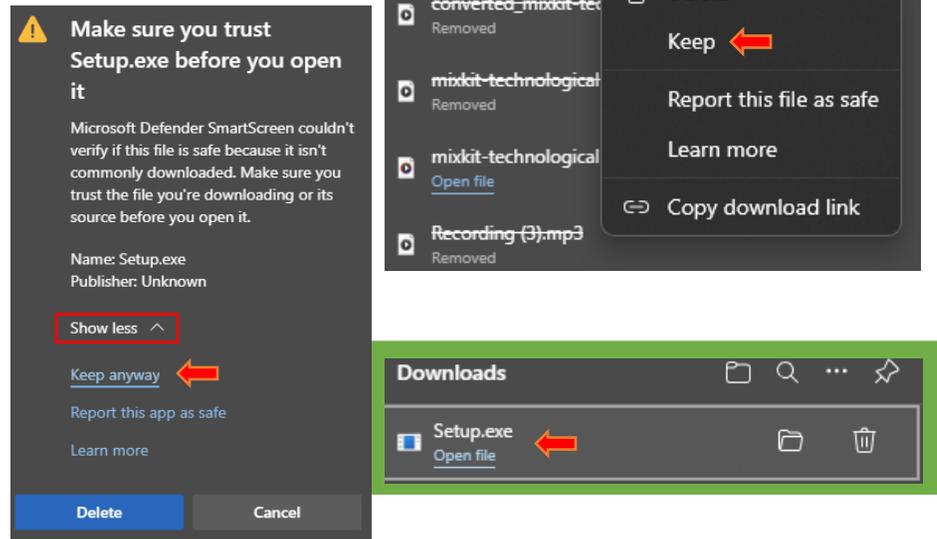
After clicking download you may be met with a message at the top right of the browser window that looks like this:



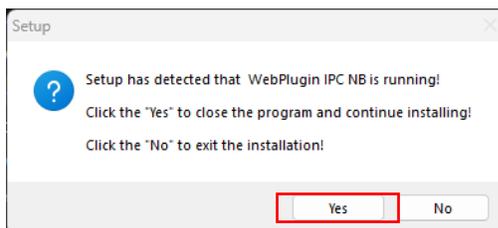
Hover your mouse over this message and two icons will appear. Click **...** followed by **Keep**.

Then on the pop-up that appears, click **Show more V** followed by **Keep anyway**.

Now your download will look like that in the bottom right image, and you can click **Setup.exe** to launch the installation of the plugin.



When the installation window loads, you will want to close all browser windows to prevent execution errors. A pop-up may appear asking you to close all instances of running plugins, click **Yes**.



Installation

Windows will prompt about the application being unsigned. To proceed click **More info**, followed by **Run Anyway**.

Click **Yes** to on the User Account Control prompt to continue.

The Installation Window will appear, Click **Next**.

Alternatively, you could click **Browse...** to change the installation location, but this is not recommended.

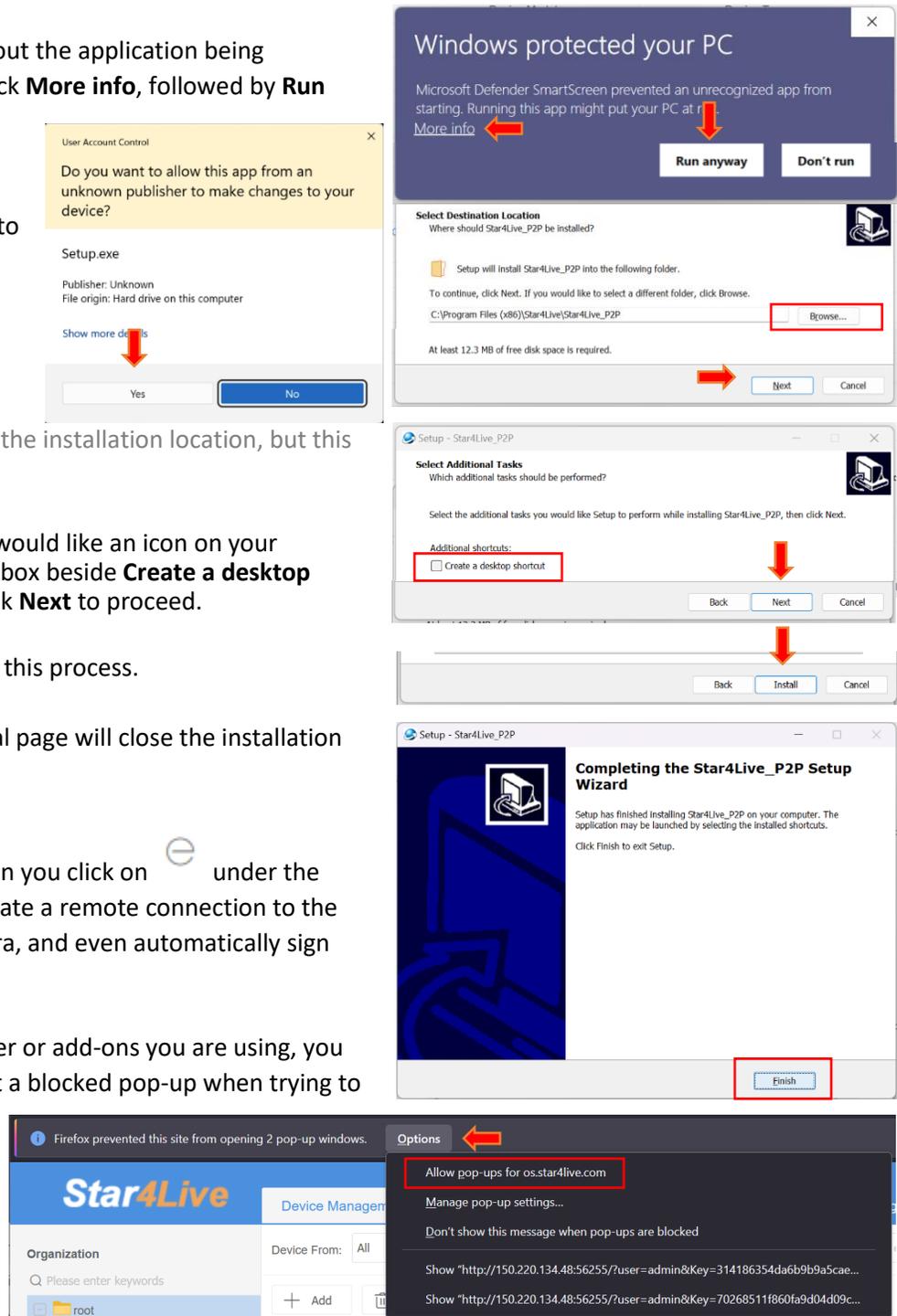
On the next page, if you would like an icon on your desktop, select the checkbox beside **Create a desktop shortcut**. Either way, click **Next** to proceed.

Now click **Install** to finish this process.

Clicking **Finish** on the final page will close the installation window.

Now from Star4Live, when you click on  under the action column, it will initiate a remote connection to the web portal of your camera, and even automatically sign you in for recorders.

Depending on the browser or add-ons you are using, you may get a message about a blocked pop-up when trying to initiate this connection. Click **Options**, followed by **Allow pop-ups for os.star4live.com** to allow this option now and in the future.

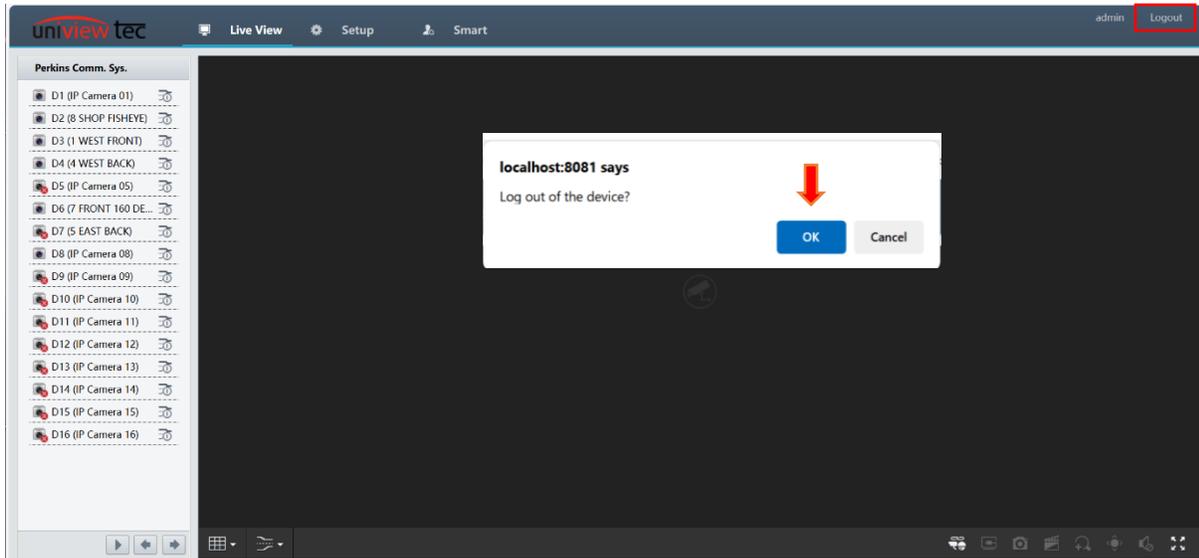


WebPlayer Plugin Setup

The WebPlayer plugin is installed from the web portal of recorders, cameras, or possibly other devices. It is used to translate RTSP video into the web interface, giving control that would otherwise not be

possible through HTML alone. The **login page** of the web portal is the best location to find the prompt that will allow you to download the plugin. IF the plugin has not been installed, video may be limited to a single screen like shown in the image below. Note that if you connected to the device by way of star4live.com, you may have to **Logout** to see the prompt and download the plugin.

Always update devices before installing plugins, see [TN1013 Updating Firmware via Cloud](#).



Download



Clicking a link like the one above will start the download of the WebPlayer plugin. If you experience issues downloading this plugin, refer to the [Internet Explorer Mode](#), or the [P2P Plugin Download](#) section of this document.

Installation

Unlike the P2P plugin installation, the WebPlayer plugin will not request much information from you. You may get a prompt about needing to close active instances of similar plugins, or connections to devices. That prompt will look just like the one from the P2P plugin but, you may have to manually close browser windows to proceed, just clicking **Yes** may not work. A **Retry** button may be available, depending on the version being installed.

After clicking Finish, we recommend reloading any open device web portals that were not closed during the installation to ensure the latest plugin is loaded and you are getting the best experience.

