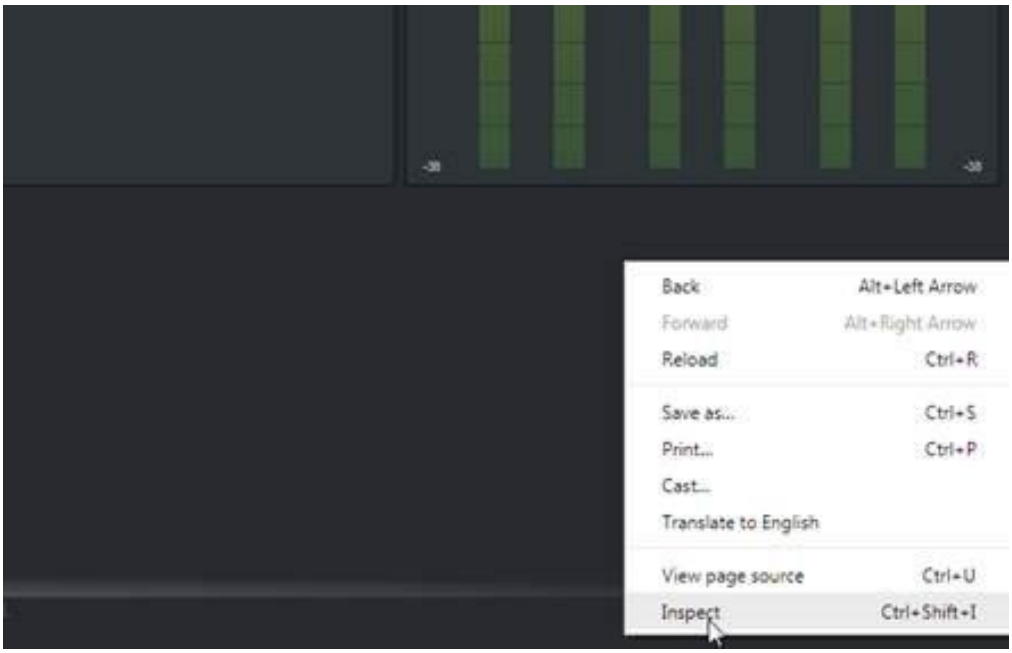
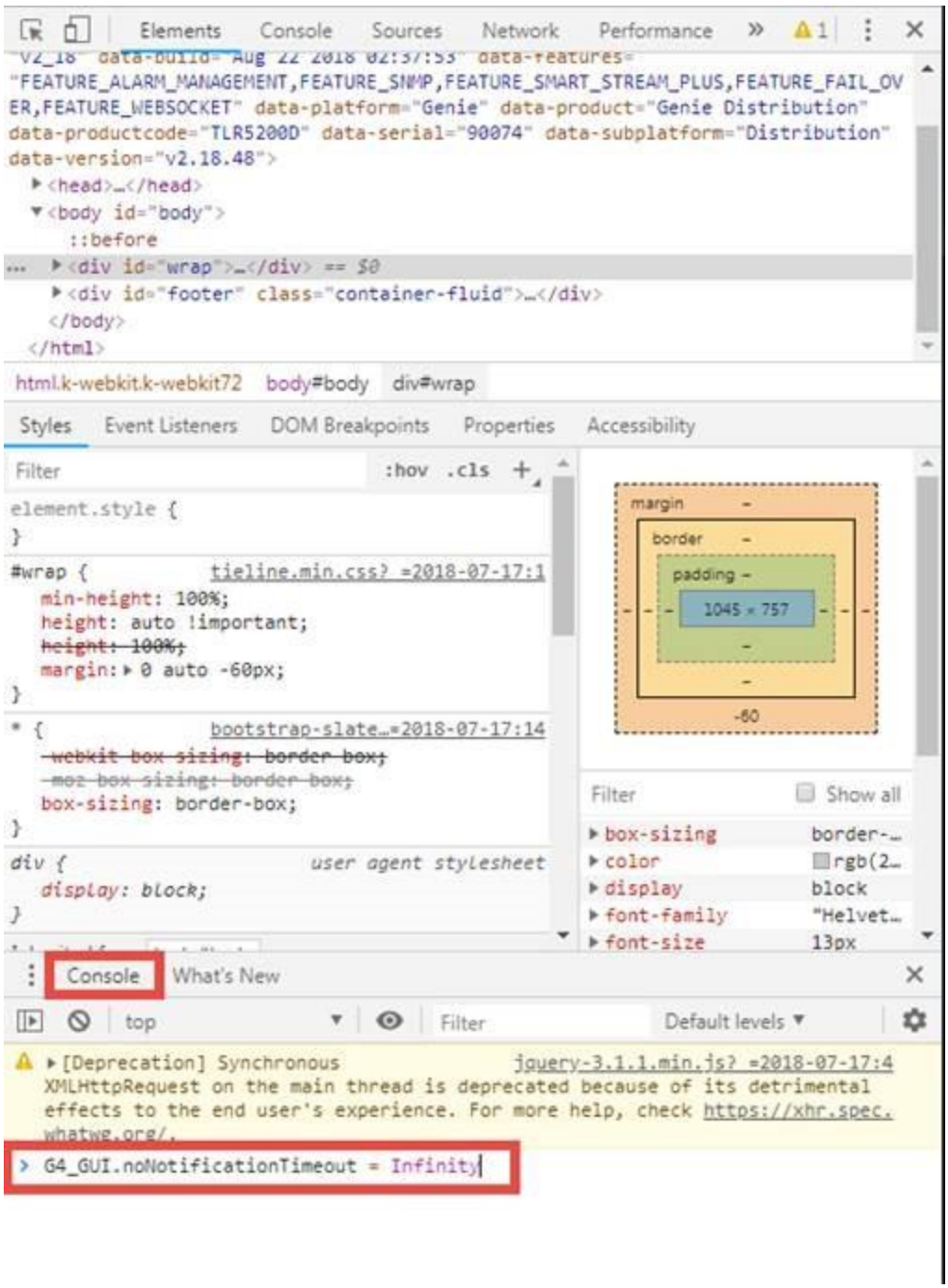
Broadcast Tech Note 24.1: HTML5 Toolbox Continually Refreshes Every Few Seconds

If the Toolbox HTML5 Web-GUI for a codec remains in an offline state and the page refreshes every 10-30 seconds, it is very likely that antivirus software is causing web-socket data issues. If PPMs are working, it means that the virus scanner/firewall is scanning web socket data and interrupting the connection, causing it to refresh every 10 seconds or so. The fix for this is to stop the web socket scanning in your virus scanner/firewall. As a workaround, you could also add a command line in your browser. To do this in Chrome:

1. Open the GUI and right-click, then click “Inspect.”



2. Click “Console” and then add the command line “G4_GUI.noNotificationTimeout = Infinity” to prevent refreshing from the web socket.


Elements
Console
Sources
Network
Performance
"FEATURE_ALARM_MANAGEMENT,FEATURE_SNMP,FEATURE_SMART_STREAM_PLUS,FEATURE_FAIL_OVER,FEATURE_WEBSOCKET" data-platform="Genie" data-product="Genie Distribution"
data-productcode="TLR5200D" data-serial="90074" data-subplatform="Distribution"
data-version="v2.18.48">
<head>…</head>
<body id="body">
::before
… == $0
…
</body>
</html>
html.k-webkit.k-webkit72
body#body
div#wrap
Styles
Event Listeners
DOM Breakpoints
Properties
Accessibility
Filter
:hov .cls
element.style {
}
#wrap {
tieline.min.css? =2018-07-17:1
min-height: 100%;
height: auto !important;
height: 100%;
margin: 0 auto -60px;
}
* {
bootstrap-slate…=2018-07-17:14
-webkit-box-sizing: border-box;
-moz-box-sizing: border-box;
box-sizing: border-box;
}
div {
user agent stylesheet
display: block;
}
margin
border
padding
1045 × 757
-60
Filter
Show all
box-sizing
border-…
color
rgb(2…
display
block
font-family
"Helvet…
font-size
13px
Console
What's New
top
Filter
Default levels
[Deprecation] Synchronous
jquery-3.1.1.min.js? =2018-07-17:4
XMLHttpRequest on the main thread is deprecated because of its detrimental
effects to the end user's experience. For more help, check https://xhr.spec.
whatwg.org/.
> G4_GUI.noNotificationTimeout = Infinity