Troubleshooting of video streaming problems in INSPECTIS©

When Windows 11 prevents streaming video from digital microscope or Magewell converter, the issue could stem from multiple factors. Here's a breakdown of possible causes and solutions:

1. Hardware/Connection Issues

Loose or Faulty Connection:

Ensure the camera is securely plugged into a working USB port. Test with another port.

Camera Malfunction:

Verify the camera works on another device. If U and F cameras, connect it directly to an FHD/4K monitor and verify if the camera works. If not, the hardware itself may be faulty.

2. Driver Problems

Outdated/Corrupted Drivers:

- Check Device Manager (under "Cameras" or "Imaging devices") for errors (e.g., yellow exclamation mark).

- Update drivers to the latest versions.

- Uninstall and reinstall the camera driver if corrupted.

3. Privacy Settings

Camera Access Disabled:

- Go to Settings > Privacy & Security > Camera.

- Ensure "Camera access" is "On" and the app in question has permission to use the camera.

4. App-Specific Conflicts

- App Permissions: Confirm the streaming app (e.g. INSPECTIS) has camera access enabled in its settings.

- App Conflicts: Close other apps using the camera (e.g., Skype, Teams, Zoom) to avoid resource contention.

5. Antivirus/Firewall Interference

- Temporarily disable third-party security software to test if it blocks camera access. Whitelist the camera or app if needed.

6. Windows Updates

- Install pending updates via Settings > Windows Update. Microsoft often patches hardware compatibility issues.

7. System File Corruption

- Run System File Checker (`sfc /scannow`) and DISM (`DISM /Online /Cleanup-Image /RestoreHealth`) in Command Prompt (Admin) to repair system files.

8. Software Conflicts

- **Virtual Camera Apps:** Apps like ManyCam or OBS Virtual Camera might interfere. Disable or uninstall them.

- **Screen Recorders:** Tools like Xbox Game Bar or third-party recorders could block access.

9. BIOS/UEFI Settings

- Check BIOS/UEFI (during startup) to ensure USB ports/peripherals are enabled. Reset to default settings if unsure.

Troubleshooting Flow:

1. Test the camera on another device.

2. Check Device Manager for recognition.

3. Verify privacy/permission settings.

4. Update drivers and Windows.

5. Disable conflicting software.

By methodically addressing these areas, you can identify and resolve the root cause preventing the camera from streaming.