

# How to configure DCOM settings for digital video

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## Procedure Steps

Be sure to check the client DCOM settings to enable the correct permissions.

- Check the available drive space on all drives.
- Check that DCOM settings are the same on all computers.

Before you begin, exit from OnGuard client applications that may be connected to the recorder.

1) From the Start menu, select Run...

2) Type dcomcnfg and click [OK].

3) Access the Distributed COM Configuration Properties by navigating to Component Services > Computers > My Computer.

4) Right-click on My Computer and select Properties.

5) On the Default Properties tab, make sure it is configured as follows :

- Select the Enable Distributed COM on this computer check box.
- Clear the Enable COM Internet Services on this computer check box.
- Default Authentication Level should be set to **Connect**.
- Default Impersonation Level should be set to **Identify**.
- Clear the Provide additional security for reference tracking check box.

*Please note: in the past this KB article has suggested to use None and Impersonate as the default Authentication and Impersonation levels, respectively. While this is still considered to be a sound configuration for Lenel Video, it has been discovered that it can negatively impact certain Windows functions such as Windows Updates or adding Windows features.*

6) On the Default Protocols tab, use the buttons to order the list in the exact order shown below:

- Connection-oriented TCP/IP
- Datagram UDP/IP (for Server 2003/Windows XP only)
- Tunneling TCP/IP
- Connection-oriented SPX (for Server 2003/Windows XP only)

7) Verify that no port ranges have been specified for any of the following protocols:

- Connection-oriented TCP/IP
- Datagram UDP/IP (for Server 2003/Windows XP only)
- Tunneling TCP/IP

If there are port ranges specified, select a protocol and click [Properties]. Use the [Remove All] button in the Properties for COM Internet Services dialog that appears.

8) Click [OK].

9) If changes were made, restart the recorder.

10) Verify that the object exporter error does not appear. If the error still occurs, repeat this procedure, but in step 6, remove the Tunneling TCP/IP protocol from the list of default protocols. rotocol from the list of default protocols.

## Applies To

LDVR (All versions)  
LNVR (All versions)  
Hybrid Recorder

## Additional Information

None

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