

# How to identify and repair a corrupt LDVR

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## Symptom

If an LDVR stops recording, but all services seem to be running correctly, check the **InVideo.log** file on the LDVR. This file is usually located in **C:\Program Files\Lenel Systems\LDVR\logs**.

If you see errors such as the following, then the installation of the LDVR firmware has become corrupt:  
"2007-07-26 12:57:53.570 pid 99c tid bc0 ..\inc32\ldvs\SpStorage.h(5104): error !55.87.160.254 3  
128299281960000000 128299282560000000 -> 80070003"

The key to this line is the 80070003 error at the end of the line.

## Resolution

- 1) If the DVR is running Windows XP, check to see if Service Pack 2 is installed. If it is not, install Service Pack 2.
- 2) After installing Service Pack 2, perform a clean uninstall of the LDVR firmware using the steps located in article [1296](#).
- 3) Reinstall the LDVR firmware.

## Applies To

LDVR (All versions)

## Additional Information

None

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