

LNVR performance counters missing from Performance Monitor in 64-bit versions of Windows

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Symptom

One popular of troubleshooting LNVR issues is to look at the LNVR performance counters using **Windows Performance Monitor**. By default, these counters are missing from **Performance Monitor** when LNVR is installed on a computer running a 64-bit version of Windows.

OnGuard still receives performance data from the LNVR without issue, so the counters are actually installed and working properly, but they do not appear in **Windows Performance Monitor**.

Resolution

This issue occurs because Windows requires a service named **Performance Counter DLL Host** (process name **perfhost.exe**) for 64-bit applications to access 32-bit performance counters, such as the counters created by LNVR. By default, the startup type for this service is **Manual**, so this service is typically not running. Also, by default, 64-bit versions of the **Performance Monitor** application and the **Performance Logs and Alerts** service are used.

The following workarounds are available for this issue:

- Manually start the **Performance Counter DLL Host** service while using **Performance Monitor**, or while collecting and logging performance data using **Performance Monitor/Data Collector Sets**. The **Performance Monitor** process must be restarted for the change to take effect. Also, if a previously-configured data collector set is running (but producing no data), it must be restarted as well.
- Change the startup type for the **Performance Counter DLL Host** service to **Automatic** to ensure that it will run automatically after a system reboot. While this is the most convenient approach, there might be a reason why the startup type for this service is **Manual** by default, due to resource usage, and so on. Lenel recommends this change is done only when needed, and that the system is monitored for some time to ensure no adverse effects.
- Use the 32-bit version of the Performance Monitor. This version is at the following location:
%SystemRoot%\SysWOW64\perfmon.exe

This version will show the counters even if the **Performance Counter DLL Host** service is not running. This workaround does not correct the issue with **Data Collector Sets**, however, and can only be used for live monitoring.

Applies To

LNVR (All versions)

Microsoft Windows (All 64-bit versions)

Additional Information

None
