

Cannot modify Workstation field for LNVR or IntelligentVideo Server in System Administration

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Symptom

There are two scenarios when OnGuard prevents the workstation for a video recorder or Intelligent Video Server (IVS) to be modified:

- When a failover or redundant recorder is set for at least one channel on that recorder.
- When at least one IVS event is set for at least one channel on that recorder.

This behavior is due to our current design constraint that requires both primary and failover/redundant recorders, as well as a recorder and IVS, to be on the same Communication Server.

Resolution

The workaround to move a recorder to another Communication Server:

1. Identify all the recorders and IVS servers that must be moved all at once to the new Communication Server. For each recorder that must be moved to another comm server, do the following:
 - a. Identify all the recorders that have a primary or failover/redundant relationship with this recorder.
 - b. Repeat step 1a for each recorder identified in that step. Note that this can be a many-to-many relationship.
 - c. Identify all the IVS servers associated with this recorder.
 - d. Identify all the recorders associated with the IVS servers identified in step 1b.
2. Stop the current Communication Server service.
3. Stop the new Communication Server service that you want to use for the recorders and IVS servers identified in step 1.
4. For each recorder and IVS server identified in step 1, manually update the value of the ACCESSPANE.TERMINALNA column in the OnGuard database to be the new Communication Server's workstation name.
5. Restart the Communication Server services that were stopped in steps 2 and 3.

Applies To

OnGuard (All versions)

LNVR (All versions)

IntelligentVideo (All versions)

Additional Information

None
