

# LNVRs display an online status and can pull live video, but they are not recording

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## Symptom

After doing a fresh LNVR Video Suite 6.4.500 installation or upgrade, the LNVR stops recording video. Live video can still be pulled, a successful update and download to the LNVR can be performed, and the LNVR shows that it is online. The LNVR error logs might indicate that it cannot connect to the LNVR DB.

## Resolution

1. Stop all LNVR services. If the LnrCapSvc service cannot be stopped using Windows Services, use Task Manager to end the process.
2. Delete the following file from the LNVR: **\ProgramFiles\Common Files\Lenel\LnrJpCap.dll**.
3. Reconfigure the DCOM settings per our recommended settings (refer to article "How to configure DCOM settings for digital video").
4. Select **Start > Control Panel > Administrative Tools > Component Services**.
5. Navigate to **Component Services > Computers > My Computer > DCOM Config**.
6. Right-click on **LnrCapSvc** and select **Properties**.
7. Select the **Security** tab.
8. Edit the **Launch and Activation Permissions**.
9. Select **Everyone**.
10. Select **Remote Launch from Permissions for Everyone** and check **Allow**.
11. Click [OK].
12. Reboot the LNVR.

## Applies To

OnGuard 2010 (6.4.500) or later

LNVR 6.4.500 or later

## Additional Information

None

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