

# Lenel LNVR Firmware Explanation of Distributed com errors

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## Symptom

If you go through your event viewer logs on an LNVR, you may find the below entry:

Error 6/22/2011 11:17:54 AM DistributedCOM 10015 None

Clicking on the entry and you will see the following details:

Log Name: System

Source: Microsoft-Windows-DistributedCOM

Date: 9/15/2011 11:16:46 AM

Event ID: 10015

Task Category: None

Level: Error

Keywords: Classic

User: ANONYMOUS LOGON

Computer: COMPUTERTNAME.DOMAIN

Description:

The machine wide limit settings do not grant Remote Launch permission for the COM Server application with CLSID

{49D178EE-5E21-46AF-A7A4-D1BB17384EBF}

to the user NT AUTHORITY\ANONYMOUS LOGON SID (S-1-5-7) from address 146.36.80.119. This security permission can be modified using the Component Services administrative tool.

## Resolution

The reason for this DCOM error is that the Communication Server attempts to connect to the LnrCapSvcu (LNR Capture Service) periodically to ask it for status of the recorder and its cameras. If the service is not running (stopped or crashed), Windows attempts to launch it. However, for security reasons, we do not allow "Remote Launch" on any of our LNVR services. So, the launch fails, and dumps this error into the error log. Ultimately, it just means is that the LnrCapSvc service wasn't running at this time. The error goes away when the service either restarts automatically or is manually started, and the Communication Server can communicate with it again.

## Applies To

LNVR (All versions) HVR (All Versions)

## Additional Information

