

# Video Search gives error when trying to search video in Alarm Monitoring or Video Viewer

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## Symptom

When attempting to perform a video search of recorded video in Alarm Monitoring or Video Viewer, the search fails and gives an "Unable to Connect to Analytics Server" error.

## Resolution

The issue is that the LpsSearch service on the Lenel NVR runs by default as a Local System account that the client performing the search does not have access permissions. To resolve this issue:

1. On the recorder, go to **Services**.
2. Right-click on **LpsSearchSvc** and select **Properties**.
3. Select the Log On tab and assign an account with **Domain** access.
4. Stop and restart the service.

The Video Search should function normally. If it does not, run a repair of the OnGuard installation on the machine experiencing the issue.

## Applies To

Lenel NVR (All versions)

OnGuard (All versions)

## Additional Information

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