

# LNVR Not responding to PTZ Presets triggered by Global I/O or Scheduler

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## Symptom

When setting up a global I/O to set a PTZ Preset, the PTZ Preset does not work. However, using the preset manually works as expected.

## Resolution

When LNVR security is on (access is restricted to Windows accounts that are members of the LNVUsers group), there are two ways to confirm that the correct Windows account is used when OnGuard communicates with LNVR:

1. Specify a Windows account that is part of LNVUsers group on the recorder's tab in System Administration. When this is done, all OnGuard applications and services will use this account regardless of what account is in use.
2. Make sure that the account under which OnGuard applications and services are running is part of the LNVUsers group.

For option 2, if the LNVUser Group is required (rather than Anonymous DCOM), then the Linkage Server must also run on the OnGuard server using a user from that LNVUser Group.

To verify this, go into Windows Services:

1. Right-click LS Linkage Server.
2. Select Properties.
3. Select the Logon tab.
4. Confirm that the user is a high-level (admin) user in the LNVUser group.

If it is not, make this change and then restart the Linkage Server.

## Applies To

LNVR (all versions)

OnGuard (all versions)

## Additional Information

Error logs might contain information such as:

In the LnIVideo.log:

```
2014-06-04 14:50:45.582 pid 1880 tid 852c LSLServer ver 6.6.287.0 LnrPresetManager.cpp(478):  
exception -> 80004005
```

```
2014-06-04 14:55:04.597 pid 1880 tid 7ce0 LnrPresetManager.cpp(478): exception -> 80004005
```

In the LeneError.log:

Multiple records pointing problem with selecting preset for the cameras;

6/6/2014 2:36:23 PM [Linkage Server] Failed to select preset for "CAMERANAME (PTZ) #166 (RECORDERNAME)". Call tech support for assistance.

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