

# "IVS Engine Connection Lost" error occurs in Alarm Monitoring if appropriate credentials are not provided for TruVision recorders

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## Symptom

"IVS Engine Connection Lost" error occurs in Alarm Monitoring if appropriate credentials are not provided for TruVision recorders.

## Resolution

When configuring the TruVision recorder with admin credentials, you can configure IVS events and the system works as expected. However, when you change users in System Administration from admin to a user with Guest credentials, you can no longer use the IVS feature as this causes the IVS Engine Connection lost alarms.

When logging in into the recorder through OnGuard a user with guest credentials, you cannot use IVS. However, you can use IVS when logging in as a user with operator or admin credentials.

## Applies To

OnGuard (All versions)

## Additional Information

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