Directories Not Loading in IDVM Host

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Symptom

Directories not loading in IDVM Host

Resolution

One possible reason why the directories are not loading in IDVM Host is a faulting video DLL. To verify, navigate to **C:\inetpub\logs\LogFiles\W3SVC1** and find the most recent log. Look at any errors present and verify if the **lnrHttpLib.dll** module is falling to load. If the module is failing to load, try the following:

1. Open IIS Manager.
2. Select the IIS server.
3. Double-click **Modules**.
4. On the right side under **Actions**, select **Configure Native Modules**.
5. Select **Lenel Video Module** in the list and remove it.
6. Restart IIS and the LS App Pool.
7. Test IDVM Host.

Applies To

IDVM Host

Additional Information

None