Avigilon recorders force Communication Server to use too much RAM

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Symptom

When you bring an Avigilon recorder online, the memory usage of the communications server (the Lnlcomsrvr.exe process) goes up by 50 MB or more, and remains high. If you have a large number of recorders, this symptom can force access panels offline.

Resolution

The Avigilon recorder might have a large number of events stored, and is sending them to the Communication Server too quickly (these events might not appear in Alarm Monitoring or in the OnGuard database EVENTS table). To resolve the issue, first try to bring each Avigilon recorder online on the affected Communication Server individually, waiting approximately 10 minutes between each one. This will allow the events to be queried from the recorder more slowly than if all recorders come online at once.

If, after trying this procedure, the memory usage remains high, then it might be necessary to delete the stored events from the recorder:

1. On each computer running the Avigilon Control Center Server software, determine where the drives with the image volumes reside. In each of these image volume drives, there should be a folder called **AvigilonData/Db**.
2. Stop the Avigilon Control Center Service using the Avigilon admin panel.
3. In the **AvigilonData/Db** folder, delete the **SystemEvents** folder.
4. Restart the Avigilon Control Center Service using the Avigilon admin panel.

Applies To

OnGuard 2009 (6.3.249) or later
Avigilon recorders

Additional Information

None