Megapixel cameras with large frames are offline or disconnected in LNVR 6.4.500 Technology Update and later

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Symptom

When setting up a megapixel camera (for example, the ArecontVision AV5155 Megapixel IP Camera) and the user requests maximum resolution and no compression, the camera appears offline or disconnected in OnGuard. In addition, the log files directory in the LNVR are filled with invalid frames.

Resolution

In cases like these, adjust the buffer size to accommodate the larger frame. For the ArecontVision AV5155, the maximum size can reach 1200K or higher. To fix this issue, find the **LNR.INI** file in **C:\Program Files\LNVSuite** OR **C:\ProgramData\lenel\lnvsuite (on windows 7)** and add the following line:

`OpenCaptureSampleSize=1024`

where 1024 is 1024 KB, which denotes the new buffer size. Then restart the LNVR services.

Based on the situation, the user might need to increase or decrease this value. This is the value that the Open Capture module uses for each video channel. Setting this value too high will require more memory on the server. Administrators should set this value to 1024 KB first and then increase by 200 KB at a time. When an acceptable value is reached, increase it by 200 KB to accommodate when the camera encoder changes the size based on the scene.

Applies To

LNVR 6.4.500 Technology Update or later

Additional Information

None