

Video Search gives error when trying to search video in Alarm Monitoring or Video Viewer

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Symptom

When attempting to perform a video search of recorded video in Alarm Monitoring or Video Viewer, the search fails and gives an "Unable to Connect to Analytics Server" error.

Resolution

The issue is that the LpsSearch service on the Lenel NVR runs by default as a Local System account that the client performing the search does not have access permissions. To resolve this issue:

1. On the recorder, go to **Services**.
2. Right-click on **LpsSearchSvc** and select **Properties**.
3. Select the Log On tab and assign an account with **Domain** access.
4. Stop and restart the service.

The Video Search should function normally. If it does not, run a repair of the OnGuard installation on the machine experiencing the issue.

Applies To

Lenel NVR (All versions)

OnGuard (All versions)

Additional Information
