

Frequent Gaps in Recorded Video or LNVR stops Recording but Camera Shows Online

Last Modified on 10/06/2022 4:14 am EDT

Symptom

Camera is online but does not record.

This happens on Windows versions newer than 7.x and Server 2008, also in continuous mode.

Live video may display and Wireshark of the camera displays smaller view size of LNVR ACK Windows.

Resolution

1. Login as Administrator.
2. Open a command line prompt.
3. Enter the following command:

```
C:\>netsh interface tcp show global Querying active state... TCP Global Parameters
```

The following should display:

```
----- Receive-Side Scaling State : enabled Chimney Offload State :  
automatic NetDMA State : enabled Direct Cache Access (DCA) : disabled Receive Window Auto-  
Tuning Level : normal Add-On Congestion Control Provider : ctcp ECN Capability : disabled RFC  
1323 Timestamps : disabled
```

4. Disable the Receive Window Auto-Tuning Level. Enter the following command:

```
C:\>netsh int tcp set global autotuninglevel=disabled Ok
```

5. Verify the change. The following should display:

```
C:\>netsh interface tcp show global Querying active state... TCP Global Parameters -----  
----- Receive-Side Scaling State : enabled Chimney Offload State : automatic  
NetDMA State : enabled Direct Cache Access (DCA) : disabled Receive Window Auto-Tuning Level :  
disabled Add-On Congestion Control Provider : ctcp ECN Capability : disabled RFC 1323  
Timestamps : disabled
```

6. Restart LNVR services.

Note: You still may need to get another wireshark of the camera to verify LNVR Ack Window size is no longer a problem.

Applies To

LNVR (7.0.825); LNVR (7.1.731)

Additional Information

<https://support.microsoft.com/en-us/kb/983528>
