Red X on LNVR in Alarm Monitoring

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Procedure Steps

If the LNVR shows a red X in Alarm Monitoring, please perform the following troubleshooting steps:

1. Please first visit KB article 2930 to ensure that you followed correct installation procedures
2. -Ping the LNVR from the Client Workstation, then ping the Communications Server from the Client. From the Communications Server, ping the LNVR and the client. From the LNVR, ping the Communications Server and the Client Workstation.
3. -Ensure that the version of LNVR you are running is compatible with the version of OnGuard you are running.
   - -The quick way to do that is to remember that, as a general rule, if the LNVR version was released after the OnGuard version, it should be compatible. Otherwise, it normally is not. When in doubt, please check the compatibility charts available at partner.lenel.com.
4. -Verify that the services on the NVR are running.
   - -This can be accessed through the Services manager or through the Task Manager.
   - -Sometimes, the Capture service and Retrieval service will be offline though everything else is online.
5. -If services are offline, please collect the applicable logs and call supportfor assistance in deciphering the logs.
6. -If services are online, please check the Windows Event Viewer on the LNVR under Windows Logs > System for DistributedCOM (dcom) related errors.
   - -If you find DCOM errors, please follow KB 1063 to alleviate these errors.
7. -After checking DCOM, please install Telnet on the Client Workstation, the LNVR, the Communications Server, and the OnGuard Server.
   - -To do this, go to "Add and Remove Programs", then click "Turn Windows Features On/Off". In the screen that pops up, you should be able to enable "Telnet Client".
8. -To use telnet, open a command prompt (type "cmd" without quotes in the run dialog), and type "telnet $hostname 135" without quotes (where $hostname is the hostname of the machine that you are trying to connect to. If you get a blinking cursor at the top-left corner of the screen, the test is successful. If you get a different message, then it is not successful.
9. -You will need to do this TO and FROM every machine TO and FROM every other machine. For instance, if you have 1 comm server, 1 client workstation, and 1 lnvr, it will look like this, replacing "client", "commServer", and "lnvr" with applicable hostnames:
   - From LNVR:
     telnet client 135
     telnet commServer 135
   - From communications server:
     telnet client 135
     telnet lnvr 135
   - From client:
     telnet commServer 135

        telnet lnvr 135

10. -Afterwards, please repeat the process using IP addresses, as opposed to hostnames.
11. -If, during any of these tests, you do not get a blinking cursor at the top-left of the screen, then port 135 is blocked. As such, you should contact whomever is in charge of the network and ask them to unblock that port. Also, please ensure that any anti-virus installed on the machine is not blocking it with their firewall. Open the port in Windows Firewall as well.

Applies To

Additional Information

If you have completed all of the above troubleshooting steps, please contact Lenel technical support (assuming you have a current support agreement and are certified with Lenel digital video products). Please have the following information available:

- -Dongle ID of the system (available in System Administration under Help > About at the top of the window. Please select System Information in the drop-down menu, and your Dongle ID will be listed)
- -Your Lenel