

# LNVR with firmware revision 6.4.500 does not appear online and LnrCapSvc cannot be stopped

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## Symptom

The following symptoms might be seen on an LNVR with firmware revision 6.4.500:

- The LNVR might not appear online in Alarm Monitoring.
- An attempt to stop the LnrCapSvc service might not actually stop the service.
- When the LnrCapSvc service is started, its memory utilization might rise to approximately 30 MB, then stop rising.

## Resolution

To resolve this issue, follow these steps:

1. Stop all LNVR services. If the LnrCapSvc service cannot be stopped using Windows Services, use Task Manager to end the process.
2. Delete the following file from the LNVR:  
**%ProgramFiles%\Common Files\Lenel\LnrJpCap.dll**
3. Start all LNVR services.
4. Restart the **LS Communication Server** service.

## Applies To

OnGuard 2010 (6.4.500)  
LNVR 6.4.500

## Additional Information

The OnGuard 2010 Technology Update also corrects this issue.

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