



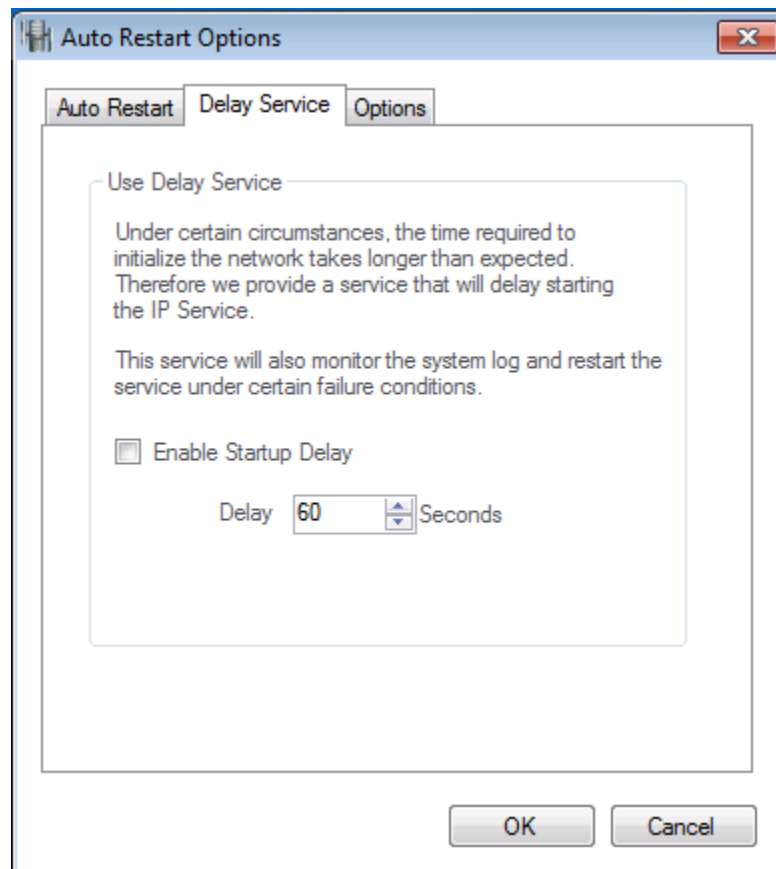
SentryVMS® Knowledgebase

Failure to Record After Reboot

SentryVMS offers a “Delay Service” option that is designed to assist during a system reboot following a power failure. The intention of this feature is to allow time for RAID drives to physically start up before the rest of the system begins the reboot process. Currently, this feature is not working properly; when enabled, and Server Manager does not automatically restart, causing a failure to record.

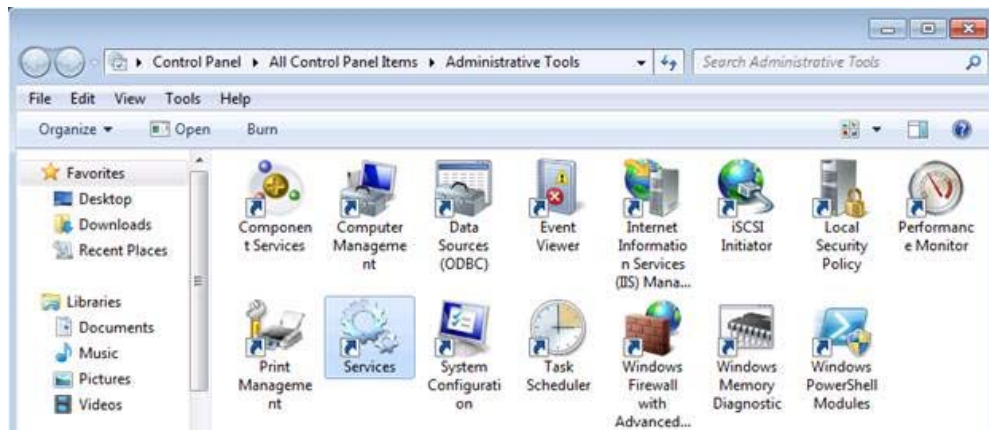
If you wish to make use of the “Delay Service” option, there is a simple work-around to this problem. The desired result can be accomplished by disabling “Delay Service” within SentryVMS and then using Windows management tools to replicate the functionality. To do so, please follow the steps below:

- 1) Disable IP Service Start Delay (SentryVMS Server -> Options -> Delay Service).

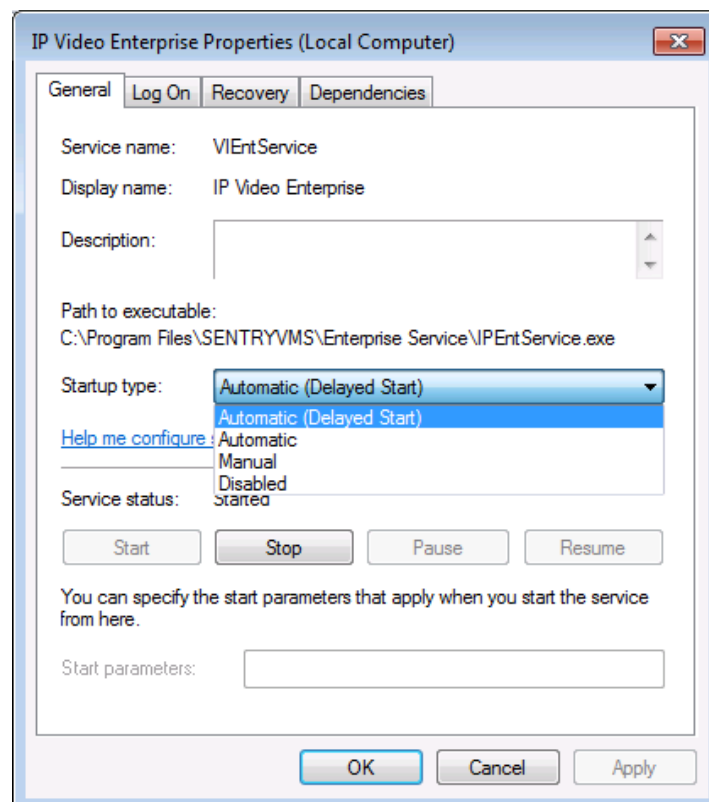


- 2) From the Windows desktop, navigate to “Control Panel.” In the upper right corner, there is a drop down menu for “View by:” – Choose “small icons.”

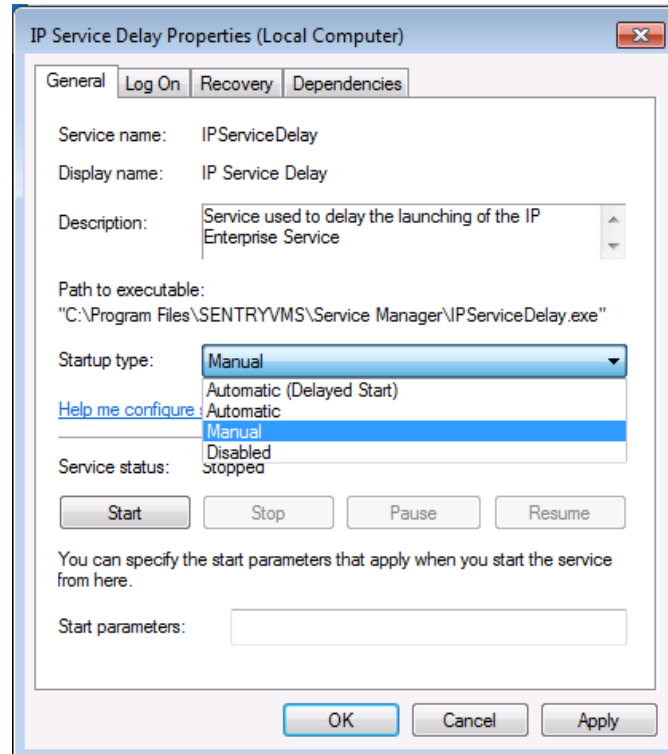
Click on Administrative Tools, then click on Services. (Control Panel -> All Control Panel items -> Administrative Tools -> Services)



- 3) Find "IP Video Enterprise" listed under "Services" and double click on it. On the General Tab, go to the "Startup Type" drop down menu and select "Automatic (Delayed Start)". (General Tab -> Startup Type, choose startup type: Automatic (Delayed Start))



- Return to the Services listing, find “IP Service Delay” and double click on it. On the General Tab, go to the “Startup Type” drop down menu and select “Manual.”
(General Tab -> Startup Type, choose startup type: Manual)



- Reboot the SentryVMS unit and verify that “IP Video Enterprise” has started automatically in Services. The IP Service Manager should appear in the service taskbar in the lower right corner of the desktop, next to the Windows time. It appears as a white box with a green indicator, as show to the right.

