



TECHNICAL BULLETIN - INTELLEX

Date: 03/28/02

Bulletin No. TB_032802

Subject: Intellex Alarm List Empty/Too Many Alarms

Purpose: The purpose of this Technical Bulletin is to provide a work around solution for two related Intellex alarm issues described below.

Issue 1: When the "Alarm List" is empty but the alarms button (LED) is lit, new alarms do not show up on the "Alarm List". This can happen in Intellex 2.0, 2.1, 2.2 and 2.3. If this happens, the Intellex can be recovered by applying the work around solution listed below.

Issue 2: When Intellex gets too many alarms, the unit will continuously reset and/or lock-up. The system will get an error message "AlarmTrackerCom" in the Watchdog Log. This Usually occurs when alarmed recording is used on all the cameras and there is more than 250 GB of storage. This issue can be completely prevented by applying the work around solution below every 14 days as a preventative maintenance procedure.

Work Around Solution*:

Step 1: Go to Windows Explorer

Step 2: Go into C:\Intellex\Alarms

Step 3: Delete the contents of the "C:\Intellex\Alarms folder including all subfolders but keep the C:\Intellex\ Alarms folder."

* This will clear the entire Alarms Database without affecting the image Database*

Step 4: Close Explorer and start Intellex

After performing the work around solution, the user is expected to see the Alarm List fill up when alarms are being generated.

Please note this is a temporary workaround solution. A follow up bulletin will be released as soon as a permanent solution is available.

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