

Avigilon NVR5 16 GB RAM Kit Installation Guide

Installation Guide

NVR5-RAM-16GB-A

For

NVR5 PRM 192TB-224TB

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Introduction

Avigilon provides an optional RAM Upgrade Kit for the NVR5 Premium 192TB-224 TB models. Up to six 8 GB RAM DIMMs are supported per CPU in the NVR5 Premium 192-224 TB models.

Part Number	Description
NVR5-RAM-16GB-A	NVR5 Premium 16 GB RAM Upgrade Kit

Note: Because the NVR5 Premium 192-224 TB models come with six 8 GB DIMMs pre-installed, this kit can only be used to replace DIMMs. Configurations with more than six DIMMs per CPU are not supported and may result in non-optimal memory performance or other unexpected behavior.

Confirm Package Contents

Confirm that the kit you are installing contains the following components:

- 2 × 8 GB DIMMs per RAM Kit

Recommended Tools

The following tools are not included in the kit package, but are needed to complete the installation:

- Phillips #2 screwdriver
- Torx #T30 screwdriver
- Wrist-grounding strap connected to the ground
- ESD Mat

Important: It is recommended that you always use an antistatic mat and antistatic strap while working on components inside the system.

Installing the NVR5 16 GB RAM Kit

Note: If the NVR5 is an operating part of your security system, be aware that it must be shut down to complete this procedure.

Before starting to install the kit:

1. Turn off the NVR5, including all attached peripherals. Press the power button on the front panel, and wait for the light to stop blinking to indicate shutdown is complete.



WARNING — Opening or removing the system cover while the system is powered on may expose you to a risk of electric shock.

2. Disconnect the NVR5 from the electrical outlet and disconnect the peripherals.
3. Remove all network, power and peripheral cables from the NVR5.
4. If applicable, remove the NVR5 from the rack.

Important: Whenever you need to lift the system, get others to assist you. To avoid injury, do not attempt to lift the system by yourself.

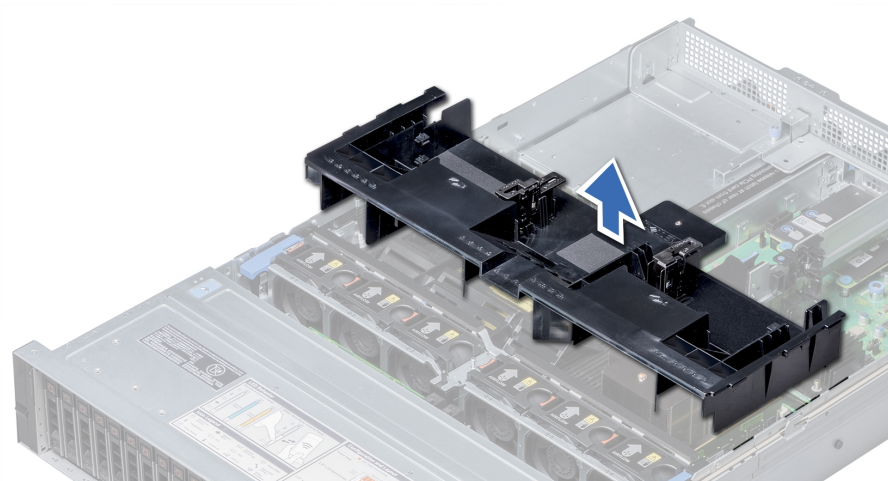
Opening the Cover

1. At the top of the NVR5, unlock the latch release then lift and rotate the latch towards the back of the unit. The cover slides back and is released from the body.

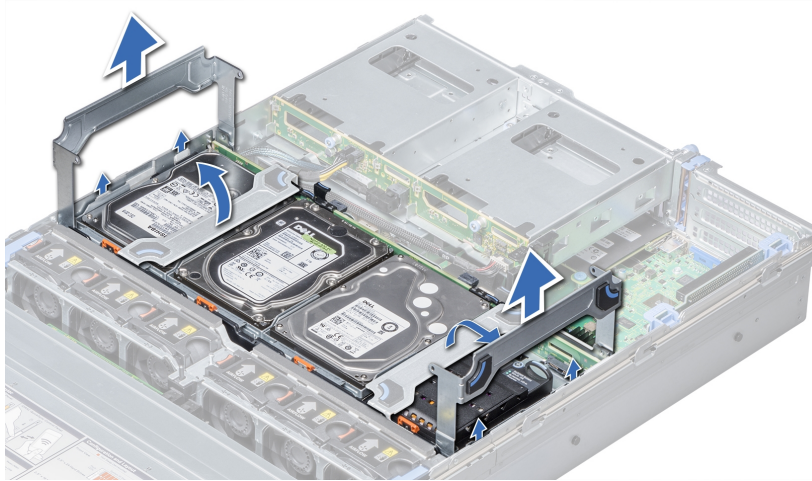
Tip: Use a Phillips #2 screwdriver to remove the shipping screws before unlatching the cover if you are removing the cover of an NVR5 for the first time.



2. Remove the air shroud by holding it at both ends and lifting it away from the system.



3. Remove the mid drive tray:
 - a. Lift the drive tray handles 90 degrees upward.
 - b. Hold the drive tray handles, and lift the drive tray out of the system.



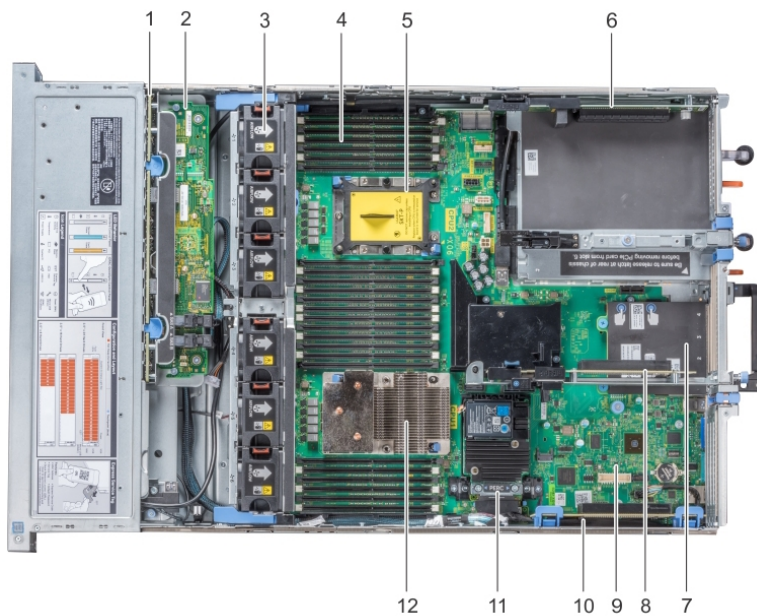
3. View the interior of the NVR5 and identify the locations where the components of the kit will be installed.

The view below shows the details of an NVR5 with all of the covers and cards removed, and important components labeled with numbers.

The components affected by the NVR5 Premium RAM Upgrade Kit are:

- 4—Memory modules

The installed DIMMs are located here.

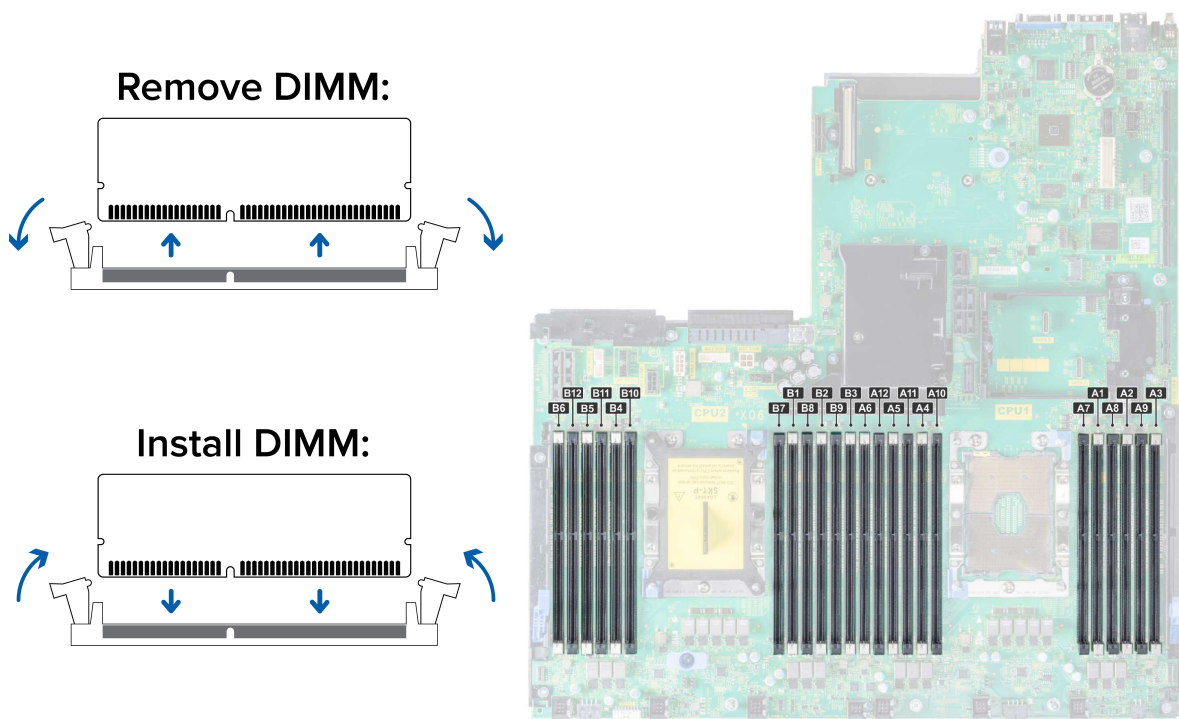


Replacing RAM

Important: To prevent damage to the DIMM or memory module socket during installation:

- Do not bend or flex the DIMM.
- Handle each DIMM only by the edges to ensure that you don't touch the middle of the memory module or the metallic contacts.
- When installing a DIMM, apply pressure to both ends of the memory module evenly. Do not apply pressure to the middle.

1. Locate the memory module sockets containing the DIMMs that will be replaced. The image below shows the number associated with each memory module socket.

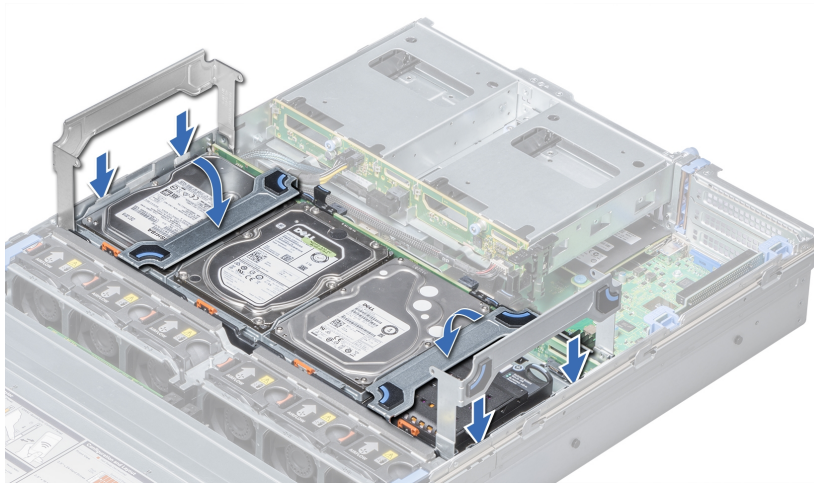


2. Remove the DIMM(s) that will be replaced:
 - a. Push the white ejector clips outward on both ends of the memory module socket to release the DIMM from the socket.
 - b. Lift and remove the DIMM from the system.
3. Open the white ejector clips on each side of the empty memory module sockets outward to allow the replacement DIMMs to be inserted into the sockets.
4. Align the edge connector of the DIMMs with the alignment key of the sockets and press the DIMMs into the sockets until the socket levers click into place.

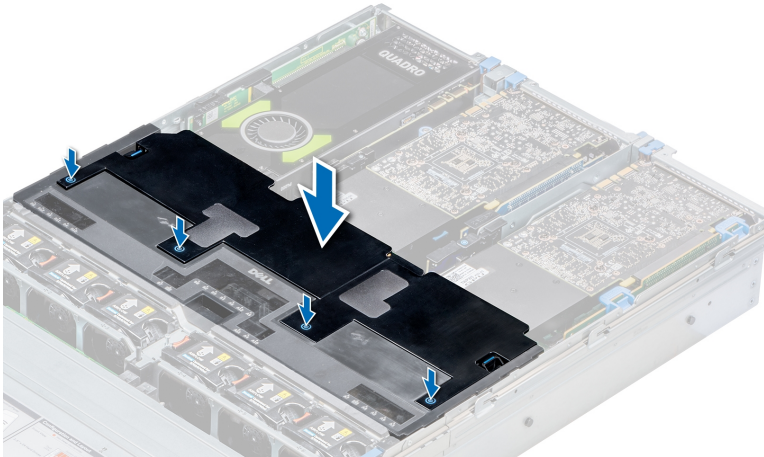
Reattaching the Cover

When all the components of the kit have been installed:

1. Ensure all expansion card latches are closed and there are filler covers for all empty slots.
2. Reinstall the mid drive tray:
 - a. Lift the drive tray handles to 90 degrees upward.
 - b. Hold the drive tray handles, and align the slots on the drive tray with the guide pins on the system.
 - c. Lower the drive tray into the system.
 - d. Lower the drive tray handles to lock the drive tray in place.



3. Reinstall the top of the cooling shroud.



4. Close and lock the NVR5 cover.
5. If the NVR5 was rack mounted and removed to install the kit, remount it into the rack.

6. Reconnect all the peripherals and cables.

Important: Ensure that both of the power supplies are connected to main power. The upgraded NVR5 requires both power supplies to properly function.

7. Power on the NVR5.

Confirming the Installation

Verify the upgrade is successful:

1. Log in to the ACC Client on a workstation on the same network as the NVR5.
2. In the System Explorer, click **Site Setup**, and click  Site to expand the site containing the upgraded NVR5.
3. Click  to select the upgraded NVR5.
4. Verify that the NVR5 has the correct amount of memory installed:
 - a. In the System Explorer, select the upgraded NVR5 server.
 - b. In the New Task menu , click **Site Health**.
 - c. Under the General Information heading, the sum of Memory usage and System Available Memory should be 48 GB for a single-CPU configuration, or 96 GB for a dual-CPU configuration.

Limited Warranty

Avigilon warranty terms for this product are provided at [avigilon.com/warranty](https://www.avigilon.com/warranty).

For More Information

For additional product documentation and software and firmware upgrades, visit support.avigilon.com.

Technical Support

Contact Avigilon Technical Support at support.avigilon.com/s/contactsupport.