

AVIGILON™

Avigilon 32 GB RAM Kit

Installation Guide

NVR6-AINVR2-FORM-H-RAM-32GB

For

NVR6 PRM+ FORM H 200TB-440TB

AI NVR 2 PRM+ FORM H 200TB-440TB



MOTOROLA SOLUTIONS



Copyright

© 2024, Avigilon Corporation. All rights reserved. AVIGILON, the AVIGILON logo, AVIGILON CONTROL CENTER, and ACC are trademarks of Avigilon Corporation. Microsoft and Windows are trademarks of the Microsoft group of companies. Dell is a trademark of Dell Inc. Other names or logos mentioned herein may be the trademarks of their respective owners. The absence of the symbols ™ and ® in proximity to each trademark in this document or at all is not a disclaimer of ownership of the related trademark.

This document has been compiled and published using product descriptions and specifications available at the time of publication. The contents of this document and the specifications of the products discussed herein are subject to change without notice. Avigilon Corporation reserves the right to make any such changes without notice. Neither Avigilon Corporation nor any of its affiliated companies: (1) guarantees the completeness or accuracy of the information contained in this document; or (2) is responsible for your use of, or reliance on, the information. Avigilon Corporation shall not be responsible for any losses or damages (including consequential damages) caused by reliance on the information presented herein.

Avigilon Corporation
avigilon.com

20240612

Contents

- Introduction 4
 - Confirm Package Contents 4
 - Recommended Tools 4
- Installing the 32 GB RAM Kit 5
 - Opening the Cover 6
 - Installing Additional RAM 7
 - Reattaching the Cover 10
 - Confirming the Installation 10
- For More Information 11
 - Additional Documentation 11

Introduction

Avigilon provides an optional 32 GB RAM Kit for the NVR6 Premium Plus Form H and AI NVR 2 Premium Plus Form H 200-440 TB. Up to eight 32 GB RAM Upgrade Kits (for a total of 256 GB of additional RAM) can be installed.

Part Number	Description
NVR6-AINVR2-FORM-H-RAM-32GB	NVR6/AI NVR 2 Premium+ 32 GB RAM Kit (200-440 TB)



NOTE

NVR6/AI NVR 2 RAM Upgrade Kits must be installed in pairs (four DIMMs at a time). DIMMs must follow specific configuration rules, and must be installed in the same configuration on each of the two CPUs. See [Installing Additional RAM on page 7](#) for more information.

Confirm Package Contents

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

- 2 × 16 GB DIMMs per RAM Kit

Recommended Tools

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

- 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.

- T-25 Torx screwdriver
- T-10 screwdriver

Installing the 32 GB RAM Kit



NOTE

If the NVR 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 NVR, including all attached peripherals.



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 NVR from the electrical outlet and disconnect the peripherals.
3. Remove all network, power and peripheral cables from the NVR.
4. If applicable, remove the system from the rack and place on a flat, level surface.

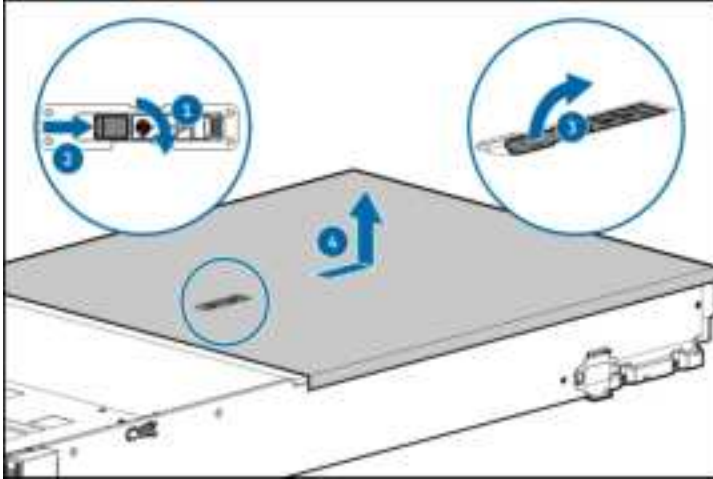


IMPORTANT

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. Remove the complete access panel.



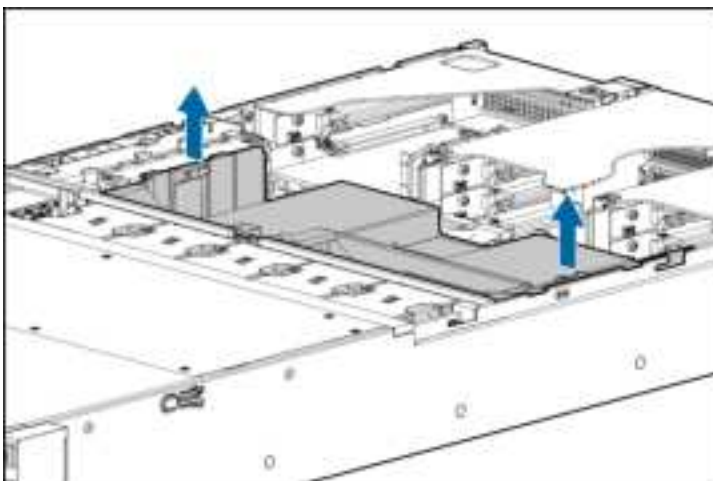
- a. If necessary, unlock the access panel latch.
- b. Press the release button.
- c. Pull up the latch to disengage the access panel from the chassis.
- d. Slide the access panel toward the rear of the server and lift it from the chassis.



NOTE

Turn the access panel over to locate the server access panel label. This label provides convenient access to component identification, LED status indicators, and system maintenance switch settings information.

2. Remove the air baffle.



Installing Additional 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.
- If you are removing a DIMM permanently, replace the component with a DIMM blank. The DIMM slots must always have a DIMM installed or a DIMM blank inserted.

See the following page for installation instructions.

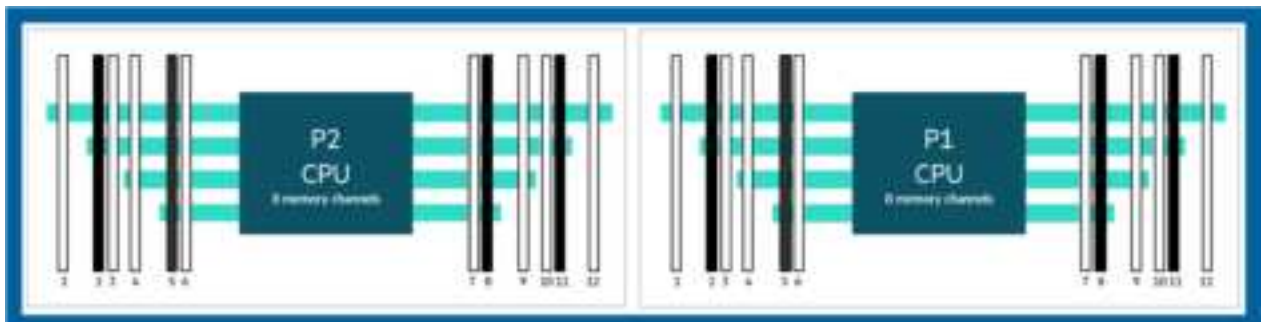
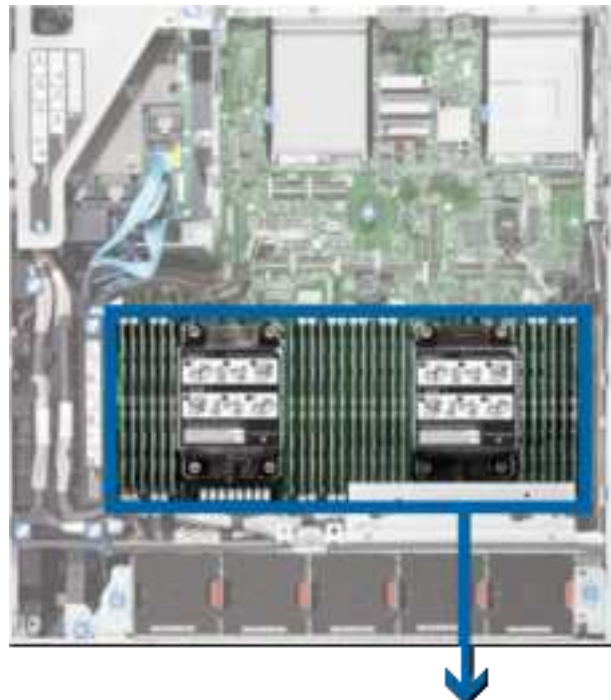
1. In the row of empty memory sockets near to each CPU, locate the sockets you will be installing the DIMMs into using the following guidelines:

- If you are installing 2 × RAM Upgrade Kits, install DIMMs from the first kit into sockets 4 and 12 of CPU 1 and DIMMs from the second kit in sockets 4 and 12 of CPU 2.
- If you are installing 4 × RAM Upgrade Kits, install DIMMs from the first and second kit into sockets 1, 4, 9 and 12 of CPU 1 and DIMMs from the third and fourth kit in sockets 1, 4, 9 and 12 of CPU 2.
- If you are installing 8 × RAM Upgrade Kits, install DIMMs in all available slots.



NOTE

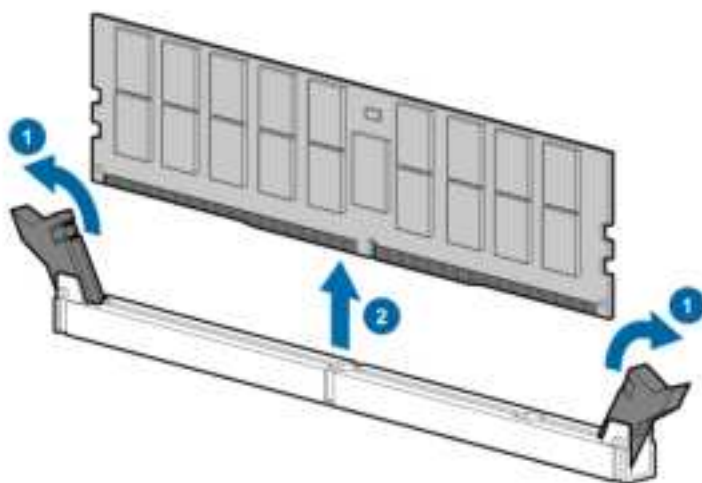
There are no supported configurations with 6 x RAM Upgrade Kits.



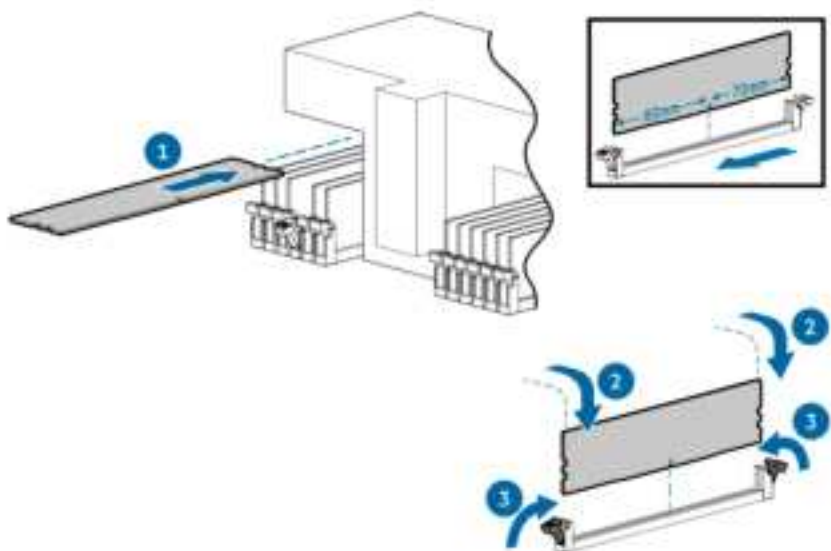
NOTE

Install both DIMMs provided in each kit and only in these configurations. Configurations not following this sequence are not supported and may result in non-optimal memory performance or other unexpected behavior.

2. Open the ejector clips on each side of the empty memory module sockets outward to allow the DIMMs to be inserted into the sockets. Remove any blanks in the DIMM socket.



3. Align the edge connector of the DIMMs with the alignment key of the sockets and press the DIMMs into sockets until the socket levers click into place. If you have a performance heatsink, you must tilt the DIMM to the side and insert it beneath the heatsink.



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 air baffle.
3. Close and lock the access panel.
4. If the was rack mounted and removed to install the kit, remount it into the rack.
5. Reconnect all the peripherals and cables.






IMPORTANT

Ensure that both of the 1000W power supplies are connected to main power. The upgraded NVR requires both power supplies to properly function.

6. Power on the NVR.

Confirming the Installation

Verify the upgrade is successful:

1. Log in to the ACC Client on a workstation on the same network as the NVR.
2. In the System Explorer, click **Site Setup**, and click  Site to expand the site containing the upgraded NVR.
3. Click  to select the upgraded NVR.
4. Verify that the NVR has increased memory capacity according to the amount you installed:
 - a. In the System Explorer, select the upgraded NVR 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 increased from the original 128 GB in increments of 64 GB depending on the number of kits installed.
For example, memory should be 192 GB (~192,000 MB) if one pair of kits was installed.



NOTE

If **Site Health** does not show the expected memory capacity, repeat the instructions in [Installing the 32 GB RAM Kit on page 5](#) to power off the NVR and open the cover. Confirm that the 10G Base-T card is installed according to the instructions in [Installing Additional RAM on page 7](#) and are fully seated in their slots.

Limited Warranty

Avigilon warranty terms for this product are provided at 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.

Additional Documentation

- [AI NVR 2 User Guides](#)
- [NVR6 User Guides](#)
- [Windows Upgrade and Recovery Guide for Avigilon](#)