

Avigilon NVR5 16 GB RAM Kit Installation Guide

Installation Guide

NVR5-RAM-16GB-A

For

NVR5 STD 16TB-64TB

NVR5 PRM 96TB-160TB

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Introduction

Avigilon provides an optional RAM Upgrade Kit for the NVR5 Standard 16-64 TB and Premium 96-160 TB models. Up to eight 8 GB RAM DIMMs are supported per CPU in these NVR5 models.

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

Note: If installing NVR5 RAM Upgrade Kits in a system with two CPUs, 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 for 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 × 8 GB DIMM 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
- 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.



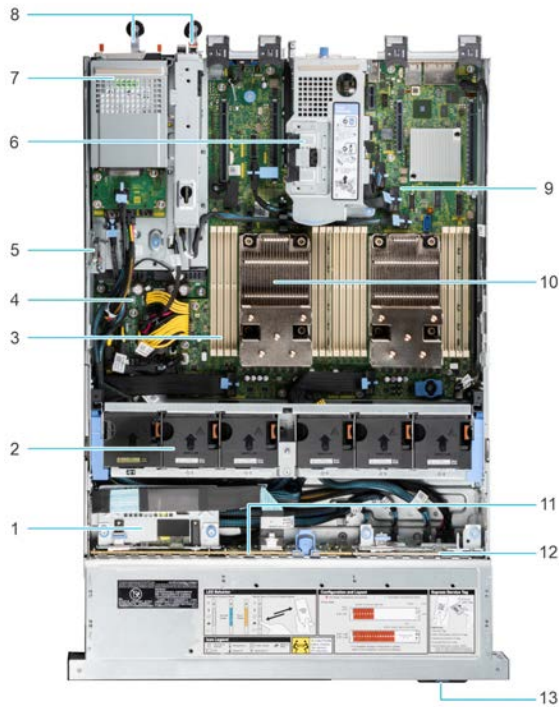
3. View the interior of the NVR5 and identify the locations where the components of the kit will be installed.

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 Standard/Premium RAM Upgrade Kit are:

- 3—Memory modules

The installed DIMMs are located here.

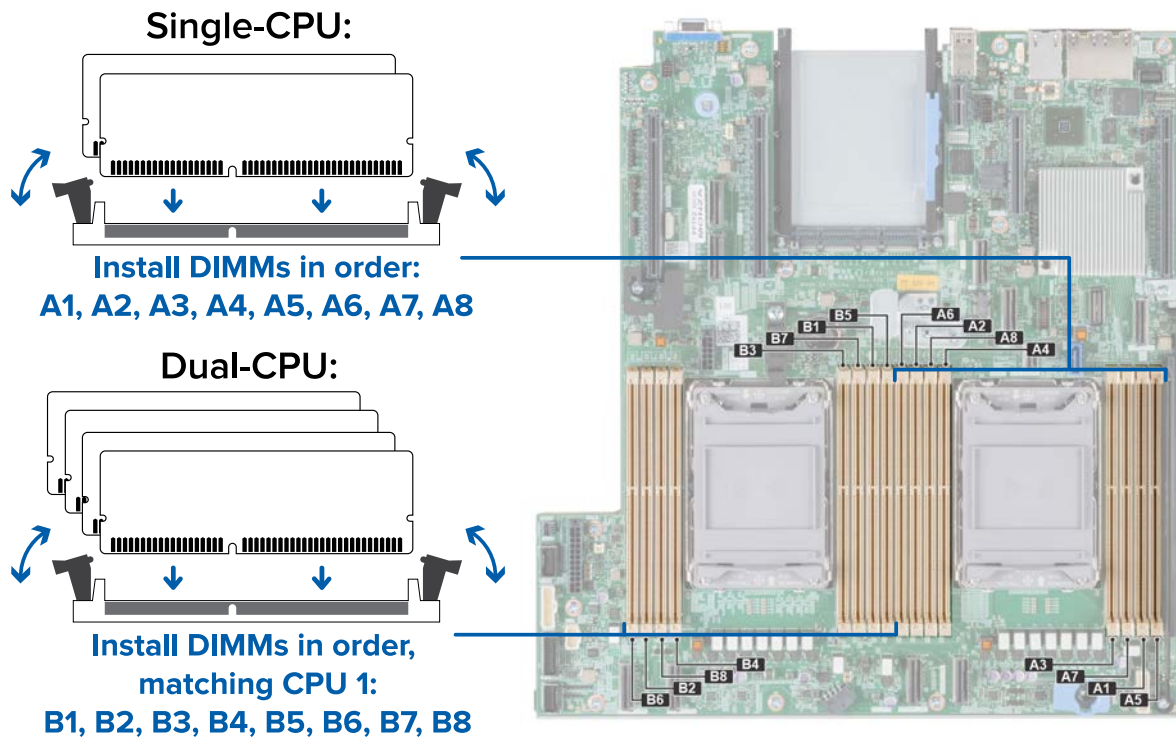


Installing Additional RAM

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.

1. Follow the guidelines below based on the appropriate CPU configuration:
 - If upgrading a single-CPU configuration with one RAM Upgrade Kit, install DIMMs into the memory module sockets of CPU 1 following the sequence: A1, A2, A3, A4, A5, A6, A7, A8. For example, on a single-CPU NVR5 Standard with A1 and A2 populated by default, install the pair of DIMMs into sockets A3 and A4.
 - If upgrading a dual-CPU configuration with two RAM Upgrade kits, install the first kit following the single-CPU steps listed above. Then, install the second kit into the memory module sockets of CPU 2 following the sequence: B1, B2, B3, B4, B5, B6, B7, B8. Ensure that the populated sockets in CPU 2 match those in CPU 1.



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.
3. 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. Reinstall the top of the cooling shroud:
 - a. Align the slot on the air shroud with the standoff in the system.
 - b. Lower the air shroud into the system until it is firmly seated.






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

5. 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 have increased by 16 GB for each RAM Upgrade Kit installed.
For example, a single-CPU NVR5 Standard should have upgraded from 16 GB to 32 GB (~32,000 MB) after installing one kit.

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.