Checklist – Throttling Issue Symptoms

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Purpose

Use this checklist to determine whether a reported issue aligns with the current known ExacqVision throttling issue being actively investigated.

Prerequisite

Enable Debug Logging (Required)
This step must be completed before troubleshooting or collecting logs.

- Debug logging must be enabled for the following components:
  -Core
  -streampi
  -psfpi
  -nvrsdkpi
  -notifypi

Reference Block (refblk) Usage

- Symptom
  -Refblk count is significantly elevated (≈ 8x or more above baseline).
- How to Verify
  -Review Core verbose logs for refblk usage.
- Example Log
  4/9/2026 12:00:32.581 AM (GMT-4:00) Core Verbose
  memory[inuse:611.38MiB +181.47MiB] refblks:20,577(344.33MiB)
  top: psfpi 20,541, nvrsdkpi 1,612, streampi 1,577,
  PanasonicPI 13, IPCamDetectPI 13
- What This Indicates
  -Abnormally high refblk usage suggests internal object retention or plugin imbalance, commonly associated with throttling behavior.

Memory Throttling Events

- Symptom
  -Core process hits memory limits and enters throttling.
- How to Verify
  -Look for “memory limits, throttling” entries in Core logs.

- Example Log
  4/9/2026 10:17:20.423 AM (GMT-4:00) Core Verbose
  memory limits, throttling:12.3GiB stack:8MiB
- What This Indicates
  -Core memory pressure high enough to trigger internal throttling logic.

Live Video Performance Issues

- Symptom
  -Client live view cameras appear laggy, delayed, or jumpy.
- Notes
  -This may not affect all systems equally.
  -Often correlates with refblk/memory pressure rather than camera-side issues.
- What This Indicates
  -StreamPI is deprioritizing or dropping frames under resource throttling.

LDAP Query Volume

- Symptom
  -Excessive LDAP activity (10,000–20,000 queries per day).
- How to Verify
  -Check LDAP logs in Exacq Server
- Important Correlation
  -Often linked to older Exacq Enterprise Manager (EM 25.1.x) clients connected to the server.
- What This Indicates
  -Authentication or directory polling behavior exacerbating Core/StreamPI load.

Plugin Imbalance (“top” Plugins)

- Symptom
  -Disproportionately high activity from one or more plugins.
- How to Verify
  -Review the top: section in memory/refblk logs.
- Expected Behavior
  -Most systems show similar values for:
  -streampi
  -psfpi
  -nvrsdkpi

- Red Flags
  -One plugin is significantly higher than others.
  -Core itself reports a very high value.
- What This Indicates
  -Plugin imbalance contributing to refblk growth and throttling.

Analytics Recording Load

- Symptom
  -Very High analytics recording utilization.
- Risk Factors
  -Analytics recordings stored on the same storage partitions as regular video.
- What to Check
  -Disk I/O capacity and latency.
  -Analytics recording settings in Exacq Client
- What This Indicates
  -Storage subsystem unable to keep up, indirectly increasing Core memory pressure.

Client and Video Wall Load

- Symptom
  -High number of simultaneous client connections.
  -One or more video walls are connected.

When to Flag as Likely Throttling Issue
Mark the case as likely related to the known throttling issue if multiple of the following are present:
• Extremely high refblk usage
• Core memory throttling logs
• Live view lag or jumping
• Plugin imbalance
• Excessive LDAP queries (especially with older EM versions)
• Heavy analytics recording + shared storage
• High concurrent client / video wall usage