

# Disable throttling mechanism on Exacq servers that are showing negative memory use

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## Introduction

exacqVision Server includes a throttling feature intended to reduce video and/or audio processing when system memory is under pressure. On some exacqVision Server versions earlier than 26.0.4, throttling logs may report negative values in the “in-use” memory field, which can trigger false throttling. This KB provides a temporary workaround to disable throttling.

## Problem

False throttling can degrade live video and playback performance, and in worst cases may impact recording behavior even when the server has sufficient memory.

## Cause

A throttling log/measurement issue may show negative “in-use” memory values on some versions below 26.0.4. This can incorrectly meet throttling conditions and trigger throttling.

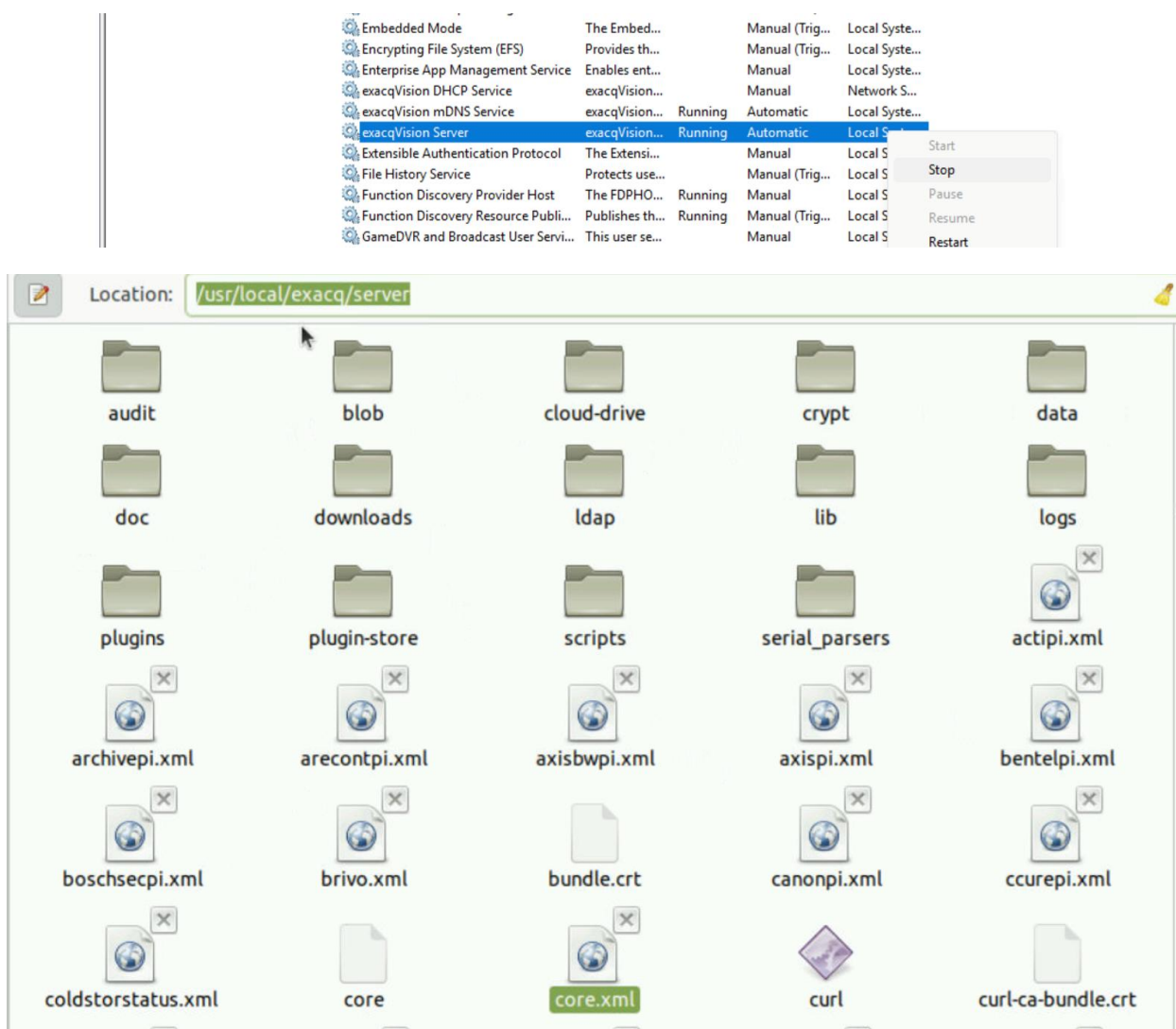
## Solution

Disable throttling by stopping the exacqVision Server service, setting throttling=0 in core.xml, and restarting the service. This is a workaround and should be reverted after a permanent fix is applied.

## Step-by-step

- 1) Stop the exacqVision Server service.
  - Windows: open Services (services.msc) and stop “exacqVision Server”.
  - Linux: sudo systemctl stop edvrserver
- 2) Back up core.xml, then edit and set throttling=0.
  - Windows path: C:\Program Files\exacqVision\Server\core.xml
  - Linux path: /usr/local/exacq/server/core.xml
- 3) Start the exacqVision Server service.
  - Windows: start “exacqVision Server” from Services.
  - Linux: sudo systemctl start edvrserver

- 4) Validate: confirm cameras reconnect, live view is stable, and throttling warnings stop.
- 5) After upgrading to a version that resolves the issue, revert the workaround (restore original core.xml or re-enable throttling).



```
<?xml?>  
<eDVR>  
  <Memory ID="-2147483648" Throttling="0"/>  
</eDVR>
```

Item      Windows      Linux (Ubuntu)      Notes

Stop service	services.msc → Stop “exacqVision Server”	sudo systemctl stop edvrserver	Recording may pause while service is stopped.
Edit core.xml	C:\Program Files\exacqVision\Server\core.xml	/usr/local/exacq/server/core.xml	Make a backup copy before editing.
Setting	throttling=0	throttling=0	Disables throttling (workaround).
Start service	services.msc → Start “exacqVision Server”	sudo systemctl start edvrserver	Confirm cameras reconnect.