

LS Application Server path fix

Last Modified on 04/07/2025 5:55 pm EDT

Symptom

The LS Application Server may not work when OnGuard is installed to a non-default location due to permission problems.

Resolution

This condition can be corrected by manually modifying two registry keys or simply uninstalling and reinstalling OnGuard to the default location.

Important: Modifying the registry could cause irreversible damage to your Windows operating system; be sure to back up the registry before making any changes. Follow the instructions located at: <http://support.microsoft.com>

To manually modify the registry keys:

- 1) Click the Start button, then select **Control Panel > Administrative Tools**.
- 2) Double-click on **Services**.
- 3) Right-click on the **LS Application Server** and select **Properties**.
- 4) Copy the location that is listed in the **Path to executable** field.
- 5) Click the Start button, then select **Run**.
- 6) Type regedit and then click [OK].
- 7) From the **Edit** menu, select **Find**.
- 8) Paste the path string into the **Find what** field, and then click [Find Next].
- 9) For each instance of the path string found, change the path to the correct location for the service.
- 10) Restart the computer.
- 11) Start the LS Application Server. You may need to enter the password for the LS Application Server logon again.

Applies To

OnGuard (All versions)

Additional Information
