Error opening Alarm Monitoring: "No TCP/IP ports available for RPC server"

Last Modified on 01/14/2022 1:21 pm EST

Symptom

After starting Alarm Monitoring you may see one of the following error messages:

"No TCP/IP ports available for RPC server."
"Unable to load alarms from the temporary file!"

After clicking [OK] on the error message, Alarm Monitoring may open and function normally.

Resolution

When a user logs into Alarm Monitoring, the following file is created (if it doesn't currently exist) and populated with data corresponding to the RPC port Alarm Monitoring has opened.

In Windows XP or Windows Server 2003 Windows 32 bit:
C:\Documents and Settings\All Users\Application Data\Lnl\AcsmntrPortsInUse.txt

In Windows Vista, Windows 64 bit:
C:\ProgramData\Lnl\AcsmntrPortsInUse.txt

This file cannot be populated if the following conditions are true:

- The Windows user running Alarm Monitoring does not have write permissions to the OnGuard root folder. By default, the OnGuard folder is located in **C:\Program Files\OnGuard**.

- The Windows user running Alarm Monitoring does not have write permissions to file **AcsmntrPortsInUse.txt**.

- The file **AcsmntrPortsInUse.txt** is explicitly set to read-only.

To resolve the issue:

1) Ensure the Windows user running Alarm Monitoring has write permissions to the OnGuard folder.

2) If step 1 is done and the file exists but the error message persists, rename the file to **OLDAcsmntrPortsInUse.txt** and then close and reopen Alarm Monitoring. This will recreate the **AcsmntrPortsInUse.txt** file.

Applies To

OnGuard 2008 Plus (6.1.222) or later

Additional Information

None