

# SMux Provider error in OnGuard applications

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## Symptom

The following error may be encountered while using OnGuard applications:

"SMux Provider: Physical connection is not usable [xFFFFFFFF]. Unable to open a logical session."

## Resolution

This error message indicates the connection to the database has been lost.

To resolve the issue, log out of the OnGuard application, then log back in. If the OnGuard application does not support logging out, close and reopen the application.

## Applies To

OnGuard (All versions)

## Additional Information

None

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