Access panels display "Event Polling Stopped" or are not online after upgrade to OnGuard 6.3.249

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Symptom

After installing OnGuard 6.3.249 or higher, you may notice that access panels appear online in the System Status Tree in Alarm Monitoring, but they display a status of "Event Polling Stopped".

Also, no events are logged to the database or displayed in Alarm Monitoring, except events related to Communication Server (ie. Communications Lost, Communications Restored).

Resolution

To resolve the issue, begin by following steps 1-3 below.

1) Ensure that all client computers are logged out of all OnGuard applications.

2) Ensure that all Lenel services are stopped on all client computers.

3) Restart the LS Communication Server service on the computer running Communication Server.

If steps 1-3 do not resolve the issue, or if you do not know which client computers must be addressed, follow steps 4-15 below.

4) Download the Wireshark application via the following address:
http://www.wireshark.org/download.html

5) Install Wireshark on the computer running the Communication Server service. During installation, accept all default settings.

6) Once installation is complete, launch the Wireshark application.

7) In the Wireshark application, navigate to **Capture > Interfaces**.

8) Select the **[START]** button for the interface that the Communication Server is using to communicate on the network. At this time, network packets should be captured by Wireshark.

9) In the **Filter:** text box at the top of the screen, type the following. Substitute the IP address of the computer running the Communication Server service for IPAddressOfCommServer:
ip.dst == IPAddressOfCommServer && (dcerpc)

10) Click **[Apply]**. This will display only packets sent to the computer running Communication Server. These packets will be of the **DCERPC** protocol.

11) Navigate to **Statistics > IP Address...** The filter created in step 8 will be displayed.

12) Click **[Create Stat]**. This will display the IP addresses of the computers that are sending packets to the computer running Communication Server.

13) After about two minutes, navigate to **Capture > Stop** to stop the capture of network packets.

14) Identify all client computers whose IP addresses were displayed in step 11. These computers must be accessed to log out of all OnGuard applications and stop all Lenel services.

15) Restart the LS Communication Server service on the computer running Communication Server.

If there is no feasible way to physically or remotely access client computers that are running OnGuard applications or services, follow steps 16-22 below. Note that every effort should be made to access these client computers BEFORE following steps 16-22.

16) In License Administration, ensure that the only license loaded is for OnGuard 6.3.249. If there are licenses for other versions, they must be deleted.

17) Obtain an updated version of the Communication Server executable (**Lnlcomsrvr.exe**) from Lenel Technical Support.

18) Stop the LS Communication Server service on the computer running Communication Server.

19) In the **C:\Program Files\OnGuard** folder, rename file **Lnlcomsrvr.exe** to **Lnlcomsrvr.exe.old**.

20) Copy the file from step 17 to the **C:\Program Files\OnGuard** folder.

21) Start the LS Communication Server service.

22) Once all client computers can be accessed to log out of OnGuard applications and stop Lenel services, the original version of the Communication server executable can be put back in place, and the LS Communication Server can be restarted. All access panels should come online without issue at this time.

Applies To

OnGuard 2009 (6.3.249) (or above)

Additional Information

None