

How to resolve "Event Polling Stopped" errors in Alarm Monitoring

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Symptom

Getting Database Polling Errors in Alarm Monitoring

Resolution

The first thing you need to check is if there is sufficient free disc space where the database is installed.

- If there is insufficient space, and the disk is small, perform a disk cleanup, including the **temp** folder.
- If there is insufficient space, and the **AccessControl.mdf** database file is very large, perform an archive from System Administration, if an archive was not performed recently.
- If there is insufficient space, and the **AccessControl.ldf** log file is very large, reach out to a DBA for assistance truncating the log file.
- If disk space is not an issue, verify the AccessControl database is configured for unrestricted growth. This can be done in SQL Server Management Studio by right-clicking on the AccessControl database and then selecting **Properties > Files**. Verify that the **Autogrowth** column is set for unrestricted growth on both the data file and the log file.

If you verified that there is sufficient free disc space, and the errors are still occurring, then the Communication Server may be the issue.

Events to be written to the OnGuard database are buffered internally by the Communication Server. If the number of events received exceeds the number that can be written to the database, the events are queued and processed on the basis of first in, first out order.

If there are events queued by the Communication Server, and the Communication Server is subsequently shut down, the events will be written to the following files:

- LogEventThreadEvents.dat**
- LogEventThreadEventText.dat**

On a computer running a 32-bit version of Windows, these files may be located either in the **%ProgramFiles%\OnGuard** directory, or the **%WINDIR%\System32** directory.

On a computer running a 64-bit version of Windows, these files may be located either in the **%ProgramFiles(x86)%\OnGuard** directory, or the **%WINDIR%\SysWOW64** directory.

When the Communication Server is restarted, events from the files above are reloaded, queued, and processed in first in, first out order.

Applies To

OnGuard (All versions)

Additional Information

See Article "How does the Communication Server process events to be written to the OnGuard

database? " for additional information.
