

DataConduIT event listeners stop receiving events

Last Modified on 04/07/2025 5:44 pm EDT

Symptom

DataConduIT event listeners stop receiving events if the DataConduIT service or the system running the DataConduIT service is restarted. This is a significant problem for applications requiring long running event listeners.

Resolution

The workaround is to periodically refresh each long-running event listener. Perform these steps:

1. Create a new identical event listener.
2. Start the new event listener.
3. Stop the old event listener.

Applies To

OnGuard (All versions)

Additional Information

It is possible that duplicate events might be received during the short period of time between when the new listener is started and the old one is stopped. Handle these duplicate events appropriately.
