How to troubleshoot Software Connection Error on an LNVR

Symptom

Alarm Monitoring shows my LNVR recorder with a red "X" and a software connection error.

Resolution

1. Ensure that the com service is running.
2. Check the location of the com server, and make sure the name for the LNVR workstation is correct.
3. Open the com server as an application. If it fails to start due to an error related to OEM code, verify in the acs.ini file that the License Server is using the correct hostname/IP (preferably hostname) of the machine running the License Server.
4. Confirm that the ODBC connection is valid for the Communication Server. Also confirm that the com server connects to the Access Control database.

Note: 64-bit operating systems utilitze a different ODBC application. For 32-bit operating systems, access the ODBC found in Administrative Tools > Data Sources (ODBC). For 64-bit operating systems, use the syswow64 folder (for more information, refer to article "How **to** configure ODBC DSNs in 32-bit **an**d 64-bit versions of Microsoft Windows ". It is important to only utilize one of these ODBCs, because having both syswow64 and Data Sources configured will cause undesirable effects.

5. Confirm that the com server machine's security utility is run with the Windows Firewall Services turned on and the firewall is configured for Off.

Applies To

OnGuard (All versions)

Additional Information