

Mobile Monitoring Video Transcoder Service Fails to start

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Symptom

When configuring the Mobile Monitoring Video Transcoder, the service does not remain started.

Resolution

To determine the problem, look in the OnGuard directory.

Find the LSTranscoder.log. There are two reasons why the service will not start:

1. A network-related or instance-specific error occurred while establishing a connection to SQL Server. The server was not found or was not accessible. Verify that the instance name is correct and that SQL Server is configured to allow remote connections.

To resolve this error, use Notepad to edit the MobileMonitoring.xml file and add the proper DataSource Connection String:

```
Data Source=[servername]; Integrated Security=SSPI; Initial Catalog=AccessControl
```

2. You see the following message in the log:

```
5 Initializing RTSP server on port 554
```

```
OnStart Exception, closing service
```

```
ThreadId: 5 Message: Only one usage of each socket address (protocol/network address/port) is normally permitted
```

To resolve this error, edit the RTSP port in Mobile Monitoring and set it to 1554.

Applies To

OnGuard 2010 Technology Update (6.4.500 TU) or later

Additional Information
