OnGuard 6.4.500 applications crash when launched on Windows 7 or Windows Server 2008 R2

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Symptom

When opening System Administration or Alarm Monitoring on a computer running Windows 7 or Windows Server 2008 R2, the application fails to open, and the following error message appears:

"System Administration has stopped working
Windows is checking for a solution to the problem."

If you click [View problem details], one of the following blocks of information is shown, depending on which application failed to open:

"Problem Event Name: APPCRASH
Application Name: SystemAdministration.exe
Application Version: 6.4.500.0
Fault Module Name: KERNELBASE.dll"

or

"Problem Event Name: APPCRASH
Application Name: acsmntr.exe
Application Version: 6.4.500.0
Fault Module Name: MSVCR90.dll"

Similar failures might occur when opening the Universal Time Conversion utility or the System Management Console.

Resolution

To resolve this issue, follow the steps below. After each step, attempt to open the affected OnGuard application again. If the issue persists, proceed to the next step in order. All steps might not be required to resolve the issue.

1. User Account Control (UAC) must be disabled. Follow the instructions in KB article 2291, *How to turn User Account Control (UAC) on or off in Windows Vista, Windows 7 or Windows Server 2008*.
2. The Microsoft .NET Framework 3.5.1 Windows component must be enabled. Follow the steps in the link below to enable .NET Framework 3.5.1:
http://blogs.msdn.com/b/sqlblog/archive/2010/01/08/how-to-install-net-framework-3-5-sp1-on-windows-server-2008-r2-environments.aspx
3. If Microsoft .NET Framework 3.5.1 was already enabled, it might need to be repaired. Follow the steps in the link below to repair .NET Framework 3.5.1:

http://blogs.msdn.com/b/astebner/archive/2009/03/04/9459067.aspx

4. Verify if the computer is running a 64-bit version of Windows. If so, ensure the computer does not have a 32-bit ODBC connection and a 64-bit ODBC connection with the same name. Only one 32-bit ODBC connection should be configured. For more information, refer to KB article 3142, *How to configure ODBC DSNs in 64-bit versions of Microsoft Windows*.

5. Because Lenel does not currently support the use of the IPv6 protocol, it should be disabled. Perform the steps in the Microsoft Knowledge Base article below to do this:
http://support.microsoft.com/kb/929852

6. If the application errors occur while connected to the OnGuard application server using Remote Desktop Connection, where the OnGuard application server is running Windows Server 2008 R2, the password for the Login Driver might be out of sync with the database. To correct this, access the server without using Remote Desktop Connection, and refer to KB article 1127, *How to synchronize the OnGuard database password using the Login Driver*.

Applies To

OnGuard 2010 (6.4.500) or later
Windows 7
Windows Server 2008
Windows Server 2008 R2

Additional Information

None