

What do these 3 types of lenel error log messages mean? [1. Internal logic error.: Failure writing to client 49] [2. Database error encountered.: Serial Number:] [3. Database error encountered.: CheckForDuplicateSerialNumber]

Last Modified on 02/23/2022 9:49 am EST

Question

What do the following Lenel error log messages mean?

Internal logic error.: Failure writing to client 49
Database error encountered.: Serial Number:
Database error encountered.: CheckForDuplicateSerialNumber

Answer

These messages are generated by the Communication Server. Below are descriptions of each message type.

TYPE 1

- **FILE:** `.\LnIComSrvrApp.cpp (LINE 2098)`
- **DETAILS:** `Internal logic error.: Failure writing to client 49 (L3CCP9R2767) [error code 10054, 16 elapsed milliseconds] [SN: 1315520184, MsgType: 0, Event: 4-77, Device: 3004-5-0]`
- **Description:** This error message indicates that the Communication Server was unable to report an event to the Alarm Monitoring client with ID 49. When a user logs onto Alarm Monitoring, a connection is established with the Communication Server and a unique client identifier is assigned. The client workstation name is displayed next to the client ID.
- **Error Code:** The error code is a Windows socket error code. In this case, Error Code 10054 indicates the following :
`WSAECONNRESET - Connection reset by peer. An existing connection was forcibly closed by the remote host.`
This normally results if the peer application on the remote host is suddenly stopped, the host is rebooted, the host or remote network interface is disabled, or the remote host uses a hard close (see `setsockopt` for more information on the `SO_LINGER` option on the remote socket). This error may also result if a connection was broken due to keep-alive activity detecting a failure while one or more operations are in progress. Operations that were in progress fail with `WSAENETRESET`. Subsequent operations fail with `WSAECONNRESET`

- **Elapsed Milliseconds:** The number of milliseconds that have elapsed attempting to write the message to the client.
- **SN:** This is the event serial number. This is a unique identifier that is assigned to each outgoing OnGuard event. The event serial number is logged in the OnGuard database in the EVENTS table. It is used as the Primary Key for this table.
- **MsgType:** This indicates the type of event message being reported. This is used internally in OnGuard to indicate if the message being reported is an event or status message.
- **Event:** This is the specific OnGuard event that failed to be reported. The first value is the Event Type and the second value is the specific event ID. In this case (4-77), it indicates a system event which is the Communication Restored event.
- **Device:** This indicates the specific OnGuard device the event message for which the event was generated. In this case, 3004-5-0 indicates panel/controller with ACCESSPANE.ID=3004, and device(reader)= 5.

TYPE 2:

- **FILE:** .\LogEventThread.cpp (LINE 774)
- **DETAILS:** Database error encountered.: Serial Number: 1305579832, Event: 4-77, Panel: 3110 : TCP Provider: An existing connection was forcibly closed by the remote host
- **Description:** This error message indicates the Communication Server encountered an issue logging the event to the OnGuard database. Serial Number: This is the same as the SN in the above description. This is the event serial number. This is a unique identifier that is assigned to each outgoing OnGuard event. The event serial number is logged to the OnGuard database in the EVENTS table, it is used as the Primary Key for this table.
- **Panel:** This is the access panel/controller for which the event was reported. This refers to the ACCESSPANE.ID column. The text "TCP Provider..." comes from the operating system.

TYPE 3:

- **FILE:** .\LogEventThread.cpp (LINE 2478)
- **DETAILS:** Database error encountered.: CheckForDuplicateSerialNumber (Panel: 3110, SN: 1305579832) : SMux Provider: Physical connection is not usable [xFFFFFFFF]. Unable to open a logical session
- **Description:** A database exception was encountered trying to write an event to the OnGuard database. CheckForDuplicateSerialNumber attempts to run a query on the OnGuard database to determine a unique identifier used for reporting an event. This typically occurs due to an issue retrieving a serial number the first time or if there was an issue logging the event to the database initially. The text "SMux Provider..." comes from the operation system. This typically refers to an issue accessing the database server.

Applies To

OnGuard (All versions)

Additional Information
