Communication Crashes with a C++ Runtime Error When Downloading Database to XPP

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Symptom

When downloading the database to the XPP (CT-30 locks), the Communication Server crashes. The following error message appears:

Microsoft Visual C++ Runtime Library

Runtime Error!
Program C:\Program Files\OnGuard\Lnlcomsrvr.exe

This application has requested the Runtime to terminate in an unusual way. Please contact the application's support team for more information

The Windows Application Event Viewer shows the following error properties:

Faulting application lnlcomsrvr.exe, faulting module version 6.3.249 msvcr90.dll version 9.0.21022.8 fault address 0x0005bb47

These errors appear on any workstation that the XPP is connected to. The database download fails whether the Communication Server is running as an application or as a service.

Resolution

This error indicates that there is a problem with the XPP. The XPP must be repaired or replaced.

Applies To

OnGuard 2009 (6.3.249); Windows XP

Additional Information

Two support tickets have been logged with the same errors, both resolved by replacing the XPP.

Both of these instances involved connecting the XPP to a Windows XP (SP3) system running OnGuard 2009.