Token-based server access violation failed with an infrastructure error

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Symptom

Login failed for user ''. Reason: Token-based server access validation failed with an infrastructure error. Check for previous errors. [CLIENT: x.x.x.x]

Resolution

The failed login attempts came from a video process for the Access Control system.

The sessions indicate the attempts came from the **LnlVideoComSrvr** application.
To stop the failed logins and gain access to the AccessControl database, enable the login and grant it the correct permissions.

Another option is to disable UAC.

Applies To

OnGuard (All versions)

Additional Information

LenelS2 does not recommend disabling User Account Control (UAC) on any computer running Windows, as this may pose a security risk. Disabling UAC is for troubleshooting purposes only. Resume use of UAC according to your domain policy as soon as troubleshooting is complete. Refer to the Microsoft knowledge base article About User About User Account Control Settings for additional information.