An error message appears when accessing the OnGuard WATCH web page: "The remote server returned an error: (408) Request Timeout"

Last Modified on 07/23/2019 12:01 am EDT

- **Symptom**

There are two possible symptoms that may cause this error message to appear when accessing the OnGuard WATCH web page:

  - Bad response after `GetDirectoryList()` call, or
  - Login Driver is not running

- **Resolution**

To resolve this issue, restart the LS Open Access service. If it fails and the following message appears "Error 1053: The service did not respond to the start or control request in a timely fashion," wait a few minutes and try restarting the LS Open Access service again.

If the error persists, check the log file (**C:\Program Files (x86)\OnGuard\logs\OpenAccess.log**) for the following details:

```
 TIME: [10/27/2015 08:45:36]
SEVERITY: Error
ERROR CODE: 0x20010001
PROGRAM: Lnl.OG.LsOpenAccess
FILE: Lnl.OG.LsOpenAccess.cpp (LINE 331)
DETAILS: Internal logic error.: CLsOpenAccessApp::OpenDatabase: LenelOpen() failed to open database; DSN: LENEL70MLenel.
TIME: [10/27/2015 08:45:36]
SEVERITY: Error
ERROR CODE: 0x20010001
PROGRAM: Lnl.OG.LsOpenAccess
FILE: Lnl.OG.LsOpenAccess.cpp (LINE 145)
DETAILS: Internal logic error.: Cannot open the database. Verify the ACS.ini, ODBC, Login Driver, and that the Database Server is running.
```

Restart the LS Login Driver service.

- **Applies To**

OnGuard WATCH

- **Additional Information**