

RTP Server Service Frequently Restarting

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Symptom

While installing LNVR, an error occurs that states that LnrRTPPerfDll.dll failed to register. After rebooting to complete the install, the LnrRTPServer service frequently restarts/crashes.

Resolution

1. Open cmd as an administrator.
2. Navigate to C:\Program Files(x86)\LNVSuite (to do this, type the following command: cd C:\Program Files(x86)\LNVSuite)
3. Type the following command: regsvr32 LnrRTPPerfDll.dll
4. If it fails to register, check the event viewer for the following error: Event ID 3001 - The performance counter name string value in the registry is not formatted correctly. The malformed string is %!s!. The first DWORD in the Data section contains the index value to the malformed string while the second and third DWORDs in the Data section contain the last valid index values.
5. If you see the error in step 4, run the following command in cmd as an administrator: lodctr /r
6. You should now be able to register LnrRTPPerfDll.dll. Once it has been registered, the RTP service should be stable.

Applies To

LNVR (All Versions)

Additional Information
