License Expiration Thread - Null value detected for the following variable

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Symptom

LenelError.log filling with a reoccurring error similar to: License Expiration Thread - Null value detected for the following variable:

The variable could be: CSS, VSS, OnGuard License, or Credentials.

Resolution

Log into License Administration and click the drop down for Installed Licenses. You should have 2 licenses installed, a release license named Lenel OnGuard 7.3 [RELEASE] and one named Lenel OnGuard Subscription Software. If the subscription license is missing, please reach out to SIG@lenel.com with the customer's Dongle ID to request one. Once installed, restart the LS-Linkage Server service and monitor log to ensure it does not continue to create the error.
Note: Even if the customer does not use any subscription products the license should still be installed.

If the subscription license is installed already or the error occurs after the above steps try the following:
Navigate to C:\ProgramData\Lnl\Licensing
Move the following XML files out of the Licensing directory:
License-Credentials
License-CSS
License-VSS
License-Watch

They can be moved up into the C:\ProgramData\Lnl directory or to a different location. Once done restart LS Linkage Server and LS License Server services monitor the LenelError.log to ensure the error is no longer occurring.

If you are still seeing entries in the log such as:
License Expiration Thread - Null value detected for the following variable: OnGuard License and you are using 7.3.345.258 or older, then apply Update 4 (7.3.345.683).

Applies To

OnGuard 7.3.345

Additional Information