

# LS Web Service stops immediately after starting

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## Symptom

LS Web Service stops immediately after starting. The following error is present in **C:\ProgramData\LnI\nginx\logs\Error.log**:

```
2018/01/16 13:28:50 [emerg] 7056#728:
BIO_new_file("C:\ProgramData\LnI\nginx\conf\ls_server_cert.pem") failed (SSL: error:02001002:system
library:fopen:No such file or directory:fopen('C:\ProgramData\LnI\nginx\conf\ls_server_cert.pem','r')
error:2006D080:BIO routines:BIO_new_file:no such file)
```

## Resolution

1. Regenerate the OnGuard certificate. Place it inside the LS Certificate Store and NGINX configuration directory by running the `lnI_app_server_certificate_installer` tool as administrator:

```
"C:\Program Files (x86)\OnGuard\Certificates\lnI_app_server_certificate_installer.exe" -
key=C:\ProgramData\LnI\nginx\conf\ls_server_cert_key.pem -
cert=C:\ProgramData\LnI\nginx\conf\ls_server_cert.pem -store="LS Certificate Store" -
cn=OG_application_server_FQDN
```

Note: Replace *OG\_application\_server\_FQDN* with the OnGuard application server's Fully Qualified Domain Name. If the computer is not joined to a domain, the FQDN is the hostname.

2. Reboot the computer or restart the following services:

- LS Message Broker
- LS OpenAccess
- LS Web Event Bridge
- LS Web Service

## Applies To

OnGuard 7.2 and newer

LS Web Service

## Additional Information

None

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