

Database error: Event polling stopped after bringing an LNVR online

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Symptom

Receiving "Database Error: Event Polling Stopped" after bringing an LNVR online.

Events to be written to the OnGuard database are buffered internally by the Communication Server. If the number of events received exceeds the number that can be written to the database, they are queued and processed on the basis of first in, first out order. If there are events queued by the Communication Server, and the Communication Server is subsequently shut down, the events will be written to the following files:

- **LogEventThreadEvents.dat**
- **LogEventThreadEventText.dat**

On a computer running a 32-bit version of Windows, these files may be located either in the **%ProgramFiles%\OnGuard** directory, or the **%WINDIR%\System32** directory. On a computer running a 64-bit version of Windows, these files may be located either in the **%ProgramFiles(x86)\OnGuard** directory, or in the **%WINDIR%\SysWOW64** directory. When the Communication Server is restarted, events from the files above are reloaded, queued, and processed in first in, first out order.

Resolution

1. Mark the LNVR offline in System Administration.
2. Stop the LS Communication Server service.
3. Find the files listed above, and then rename them to .old.
4. Restart the LS Communication Server service.
5. Mark the LNVR online in System Administration.

Applies To

OnGuard (All versions)

Additional Information

None
