Events Waiting To Be Received By The Event Context Provider.

Last Modified on 04/07/2025 6:05 pm EDT

Symptom

The following error may be received in OnGuard even if the Event Context Provider service is not running:

TIME: [02/06/2018 11:17:12]

SEVERITY: Information
ERROR CODE: 0x00010005
PROGRAM: Lnlcomsrvr
FILE: ThreadedEventPublisher.cpp (LINE 29)
DETAILS: DEBUG MSG: There are more than 10K events waiting to be received by the Event Context Provider. Discarding those events to avoid excessive memory growth and publication failures. Verify that all OpenAccess services are running.

Resolution

For OnGuard 7.3 or OnGuard 7.4 users:

 Caution: Do not turn this setting on unless the symptom above is causing an issue and you do not get output from the LS Event Context Provider service in applications such as OnGuard Monitor and OpenAccess. This setting disables the functionality of the LS Event Context Provider even if the service is running. If you ever require output from the LS Event Context Provider service, the LNLVALUE of 0 will need to be updated to 1.

1. If the LS Event Context Provider service is still running, stop the service and set the Start Up Type to Disabled or Manual.
   Note: This service is not used until OnGuard 7.4.
2. Open the Access Control database and query the following: Select * from LNLCONFIG where LNLCONFIGID=243
3. If the query returns a row with the LNLVALUE of 0, no further action is necessary.

   If the query returns a result of 1:

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     - Back up the Access Control database
     - Execute the following query: update LNLCONFIG set LNLVALUE=0 where LNLCONFIGID=243

     - Restart the LS Communication Server

If the query returns no results:
- Back up the Access Control database
- Execute the following query: insert into LNLCONFIG (LNLCONFIGID, LNLVALUE) values (243, 0)
- Restart the LS Communication Server

For OnGuard 7.5 users:

 OnGuard 7.5 Update 1 and later contain a new configuration parameter to control the default message buffer size. To adjust the default message buffer size:
1. Upgrade to OnGuard 7.5 Update 1 or later.
2. On the OnGuard server, adjust the default message buffer size in:
   C:\Program Files (x86)\OnGuard\doc\en-US\OpenAccess Samples\CSharp\Event Subscriber\EventSubscriber.sln

Applies To

OnGuard 7.3

OnGuard 7.4

OnGuard 7.5

Additional Information