

DataConduit repeatedly crashes during high volume transactions

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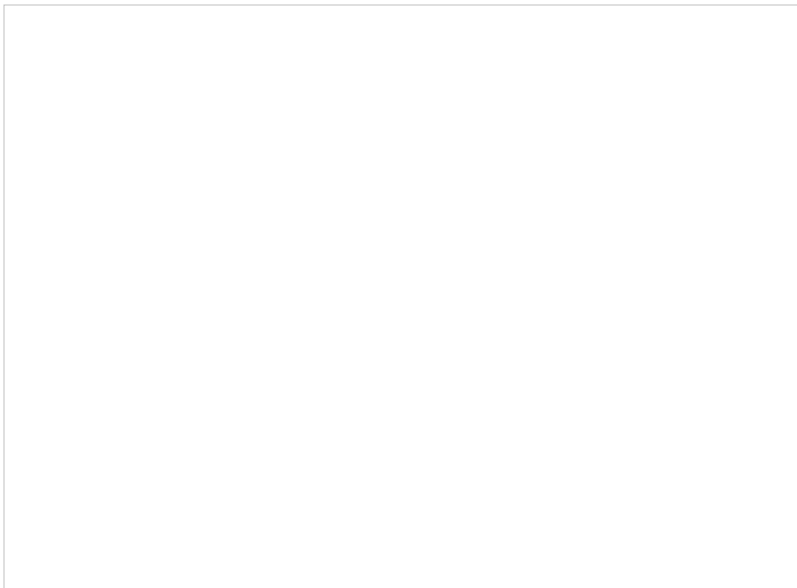
Symptom

DataConduit repeatedly crashes during high volume transactions from multiple clients without an exception in the Lenel Error Log.

Inspection of the crash dump will contain an Access_Violation when trying to perform the GetAccessLevelsForBadge command where protected memory is accessed in error.

These symptoms usually exist in an environment with multiple DataConduit clients making simultaneous requests and can cause a crash condition when their requests are being placed into the same connection pool. Disabling this will force DataConduit to open a new connection to the database on every request. This will reduce performance due to slower queries, but should prevent the crash condition from happening.

Example of connection pooling:



Resolution

To mitigate this issue it is possible to disable connection pooling in DataConduit. The following command will add the appropriate value in the OnGuard root registry key and return disable connection pooling as a true value. For this change to take effect, restart DataConduit.

```
REG ADD "HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Lenel\OnGuard" /f /v "DisableConnectionPooling" /t REG_DWORD /d 1
```

Applies To

OnGuard (All versions)

Additional Information

None
