Internal logic error.: Software event thread exception : Shared Memory Provider: No process is on the other end of the pipe

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Symptom

When creating an ODBC connection on the OnGuard application server or client, the following error is generated and reported in the LenelError.log file when "Lenel" is not set as the owner of the database:

TIME: [1/16/2015 10:51:50 AM]

SEVERITY: Error

ERROR CODE: 0x20010001

PROGRAM: LSLServer

FILE: lslSoftwareEventThread.cpp (LINE 145)

DETAILS: Internal logic error.: Software event thread exception : Shared Memory Provider: No process is on the other end of the pipe.

Resolution

1. Open SQL Server Management Studio.
2. In Object Explorer, expand **Security > Logins** and then right-click on **Lenel** and select **Properties**.
3. Go to **User mapping** and ensure that **Lenel** is assigned **DBO**.
4. Reconfigure your ODBC connection, ensuring that **Lenel** is the login user.
5. When prompted to "Change the default database to", click the drop-down and ensure that **AccessControl** is available.
6. When testing the ODBC connection, you should get "TEST COMPLETED SUCCESSFULLY".
7. Stop the LS Login Driver service and allow the process 1 full minute to stop.
8. Go to **Start > All Programs > OnGuard > Login Driver** , then right-click and **Run as Administrator**.
9. In the system tray, double-click on the Login Driver icon.
10. When clicking the icon on the taskbar, a window opens with a blank white background.
11. Click **Edit > Change Password** .
12. Select your ODBC connection and click [OK].
13. The Lenel user should display in the next window with a blank password field. enter the current

Lenel password and then click [OK].
14. A notification message indicates the Login Driver is out of sync. Click [OK] and enter the same password in the previous step 3 times, and then click [OK].
15. Test to confirm that OnGuard opens correctly.

Applies To

OnGuard (all versions)

Additional Information