Troubleshooting Open Access event connections document

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OpenAccess troubleshooting steps

- **Procedure Steps**

  1. Communication Server: Verify if Alarms are displaying in standard clients. If not, check LenelError.log for details.
  2. Communication Server > Message Broker: Is the message broker successfully connecting to the communication server? Verify connection message in the LenelError.log and start up messages for Message Broker in the MessageBroker.log. If successful and no output to the LS Event Context Provider Server, the QPID utility might be required to determine if messages are being successfully written and de-queued.
  3. LS EventContextProvider: Verify ECP is connecting to the database successfully, and that Message Broker connections are established. See the EventContextProviderService.log for connection errors. If no error messages are shown, you can enable the ECP service to write event messages directly to the log file for verification. To enable this processing, browse to the Lnl.OG.EventContextProviderService.exe.config, locate the line:
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     - Commented line should look like:
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              Once done restart the LS Event Context Provider Service.
     - If no event messages are added to the EventContextProvider log file, verify the database has the messages available. In SQL Management Studio, select * from lnlconfig where lnlconfigid=243. The lnlvalue=1 must be set to enable this processing. If a change is needed, you must restart the LS Communication Server service and EventContextProvider service.
  4. EventContextProvider > Message Broker: If events are successfully written to file (EventContextProvider.log), then the QPID utility is needed to verify that the message queue is properly adding and de-queueing the event messages.
  5. NGINX connection: The web service provides the connection between the web client and Web Event Bridge service. If the connection is failing to establish, locate the NGINX directory/logs/error.log file for details.
  6. Web application (Web Monitor as example): If no defined fail points at this time, press the F12 key to place the web browser into a debug view to capture error details.
  7. OpenAccess: If up to this point there have been no failures, verify that OpenAccess is stable or if any error messages displayed. See OpenAccess.log in standard log file path. This will typically be needed for data-related errors, and optional verbose mode logging is available. To turn this on,

open the Configuration Editor and select "Show Advanced". Once the advanced options are displayed, placed a check box in the OpenAccess option and save the changes. This will provide more details to data-related errors that are present.

- **Applies To**

- **Additional Information**