

RabbitMQ logs show handle.exe errors

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Symptom

The RabbitMQ logs on the OnGuard server contain the error "Could not find handle.exe, please install from sysinternals". This error is added to the RabbitMQ logs every 5 seconds.

Resolution

This is a RabbitMQ error message. While RabbitMQ uses **handle.exe** for its own monitoring details, the installation of RabbitMQ does not include the **handle.exe** program. This error does not affect OnGuard operation beyond the growth of the log file, and this information is not required for normal OnGuard functionality.

You can fix this issue by [downloading and installing handle.exe](#).

Newer versions of RabbitMQ have reduced the interval of this logging from every 5 seconds to every 10 minutes, which will reduce the growth of the log file. You can update your RabbitMQ version to one of the following:

- Upgrade your version of RabbitMQ v3.7 to v3.7.24 or later
- Upgrade your version of RabbitMQ v3.8 to v3.8.9 or later
- Upgrade your version of RabbitMQ to v3.9.0 or later

Upgrading your installation of OnGuard to the latest updates will include, or at least support, the versions of RabbitMQ listed above.

For more information about RabbitMQ versions compatible with OnGuard, refer to the Third-party Application Compatibility Chart in Partner Center.

Applies To

OnGuard 8.0 and later

Additional Information

