

# Rabbit.log contains "Channel error on connection" entries

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## Symptom

The **rabbit.log** file contains these entries: Channel error on connection .. operation queue.declare caused a channel exception not\_found: no queue 'HostnameIn.log.internal.execute.commands' in vhost 'LenelHost'

### Cause

Alarm Monitoring clients attempt to contact the RabbitMQ message queue and connect to any communication server workstation configured in the **System Administration > Access Control > Access Panels > Workstation** field.

**Important:** If the communication server workstation does not exist or cannot connect to RabbitMQ, this error is shown in the **rabbit.log** file.

## Resolution

Ensure that all access panel workstations in the database are set to communication server hostnames that are valid.

*Alternate workaround:*

The **rabbit.conf** file located in **C:\ProgramData\In\RabbitMQ** can be set to a higher logging level if you do not want errors of this kind to be written in the log.

Example of the modified configuration file:

```
log.dir = C:\ProgramData\In\logs
```

```
log.file = rabbit.log
```

```
log.file.level = critical
```

Once the **rabbit.conf** file is modified, stop the LS Message Broker service and wait for the process **epmd.exe** to stop in Task Manager. If this process does not stop, you must force stop the process.

Then restart the LS Message Broker service.

## Applies To

OnGuard 7.6 and later

# Additional Information

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