

Setup Assistant appears to “Crash” without error.

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Symptom

Setup assistant appears to “Crash” or close upon being launched after install.

Resolution

Setup Assistant requires a connection to the database to start. Check the application.config file in C:\ProgramData\Lnl folder to make sure there is one and that the credentials are valid to connect to the database by testing them in the odbc driver connection test.

If no application.config file is found you can copy one from the installation media by mounting the .iso file and going to the path X:\CommonAppData\Lnl > where X is the drive letter it mounts to.

Applies To

OnGuard 8.1 and higher

Additional Information

There may be an archived copy of the application.config from a previous install if applicable which you can use if you re-name it to the correct file name application.config. Make sure file extensions are enabled so that you don't name it application.config.config by mistake.

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