

Setup Assistant fails with upgrading from OnGuard 8.0.458.734 to 8.1.639.195 and using an Oracle database

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Symptom

Setup Assistant fails at the LS Message Broker Service step when upgraded from 8.0.458.734 to 8.1.639.195 for systems that use an Oracle database. The error message says:

Cannot connect to server [server name] on port 5657. Make sure the LS Message Broker service is running and the port is not blocked by a firewall. Confirm that the host name is correct.

Resolution

Perform the following procedure:

1. Stop the LS Message Broker and RabbitMQ services.
2. Remove the "db" folder from this location on the server: **C:\ProgramData\LnI\RabbitMQ\db**
3. Run Setup Assistant again. It might require running Setup Assistant twice before this error is corrected.

Applies To

OnGuard 8.0.458.734 and 8.1.639.195 systems with an Oracle database.

Additional Information

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