

# "This webpage is not available - ERR\_CONNECTION\_TIMED\_OUT" message appears when accessing the OnGuard WATCH web page

Last Modified on 10/06/2022 4:15 am EDT

## • Symptom

There are two possible causes that can create this error message to appear when trying to access the OnGuard WATCH web page:

- The port number ( 8080 ) is missing in the URL
- The LS Web Service (nginx) is not running

## • Resolution

Verify that the port number is correctly listed in the URL ( `https://:8080/watch` ).

If the URL is correct, start or restart the LS Web Service.

In the list of processes in Task Manager, there will now be two nginx processes (with the green "G" icon). If they do not appear, nginx is not able to run. Check the log file

( `C:\ProgramData\LnI\nnginx\logs\error.log` ) for details.

## • Applies To

OnGuard WATCH

## • Additional Information

This issue was discovered in Google Chrome.

---