

"The remote server returned an error: (500) Internal Server Error" message appears when accessing the OnGuard WATCH web page

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• Symptom

There are two possible symptoms that may cause this error message to appear:

- Bad response after GetDirectoryList () call, or
- Login Driver is not running

• Resolution

To resolve this issue, restart the LS Open Access service. If it fails and the following message appears, "Error 1053: The service did not respond to the start or control request in a timely fashion," wait a few minutes and try restarting the LS Open Access service again.

If the error persists, check the log file (**C:\Program Files (x86)\OnGuard\logs\OpenAccess.log**) for the following details:

```
TIME: [10/27/2015 08:45:36]
SEVERITY: Error
ERROR CODE: 0x20010001
PROGRAM: LnI.OG.LsOpenAccess
FILE: LnI.OG.LsOpenAccess.cpp (LINE 331)
DETAILS: Internal logic error.: CLsOpenAccessApp::OpenDatabase: LenelOpen() failed to open database; DSN: LENEL70MLenel.
TIME: [10/27/2015 08:45:36]
SEVERITY: Error
ERROR CODE: 0x20010001
PROGRAM: LnI.OG.LsOpenAccess
FILE: LnI.OG.LsOpenAccess.cpp (LINE 145)
DETAILS: Internal logic error.: Cannot open the database. Verify the ACS.ini, ODBC, Login Driver, and that the Database Server is running.
```

Restart the LS Login Driver service.

• Applies To

OnGuard WATCH

• Additional Information
