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 'Hostnamelnl.og.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\lnl\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\Lnl\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