A .NET error appears in browser window when launching License Administration

Symptom

The following error appears when trying to launch License Administration:

```
.NET
System.Runtime.Remoting.RemotingException: Tcp channel protocol violation: expecting preamble.
at System.Runtime.Remoting.Channels.Tcp.TcpSocketHandler.ReadVersionAndOperation(UInt16& operation)
at System.Runtime.Remoting.Channels.Tcp.TcpServerSocketHandler.ReadHeaders()
at System.Runtime.Remoting.Channels.Tcp.TcpServerTransportSink.ServiceRequest(Object state)
at System.Runtime.Remoting.Channels.SocketHandler.ProcessRequestNow()
```

Resolution

This error usually occurs when another application uses Port 9999.

If another service or process is binding the License Server AdminPort, you can specify another unused port. Refer to the Advanced Installation Topics Guide included with the OnGuard installation.

To change the License Administration port, add the following line to the **C:\Program Files\OnGuard\LicenseServerConfig\Server.properties** file for 64 bit   **C:\Program Files\OnGuard (x86)\LicenseServerConfig\Server.properties**(file content is case sensitive!):

`AdminPort=9999`   where '9999' is replaced by the desired port number.

After making the change, restart the License Server service.

Applies To

OnGuard (All versions)

Additional Information

By default this line, nor the entire file is not present. The entire file is created when the License Administration admin password is changed.

The License Administration shortcut installed by OnGuard cannot be used if the License Administration port has been changed. To access the License Administration after the port has been changed, simply point the browser to http://licenseserver:xxxx (where 'licenseserver' is the name of the machine running Licenser Server and 'xxxx' is the port number for License Administration).