License server becomes unresponsive after running some time

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Symptom

License server becomes unresponsive after running for some time.

Resolution

A handle leak in the service will eventually consume all memory in the system until the system becomes unresponsive.

To correct the issue:

1. Stop the License Server service.
2. Backup the **LicenseServer.jar** and **LicenseServer_LocalePack_en-US.jar** files located in the OnGuard installation directory.
3. Download patched files from this location: https://file.ac/21euCO1oZvCqgFz7SmRYUQ/
4. Copy the downloaded **LicenseSertver.jar** and **LicenseServer_LocalePack_en-US.jar** files to the OnGuard installation folder.
5. Start the License Server service.

Applies To

OnGuard 7.6.382.0

Additional Information

Issue resolved in most recent update for 7.6