After changing the hard disk space on a VM, comm server may stop working

Last Modified on 10/06/2022 4:17 am EDT

Symptom

When working in a Virtual Machine and its hard disk space is changed, you might notice that some service stop working properly. For example, panels can no longer connect, even though the Comm Server service is running. This is due to an issue with RabbitMQ failing. For example, you might see: [error] <0.312.0> CRASH REPORT Process <0.312.0> with 0 neighbours crashed with reason: no match of right hand value

Resolution

You need to set up RabbitMQ again. Either a re-installation will be needed or call into technical support to resolve

Applies To

OnGuard 7.5 or later that utilizes RabbitMQ.

Additional Information