

LS Communication Server crashes after panel download or firmware update

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Symptom

LS Communication Server crashes after panel download or firmware update.

The following is observed in the Windows Event log:

Application: Lnlcomsrvr.exe

Framework Version: v4.0.30319

Description: The process was terminated due to an unhandled exception.

Exception Info: System.IO.FileNotFoundException

at Lnl.OG.MessageBusLayer.Rabbit.RabbitMessageBusReceiver.p()

at Lnl.OG.MessageBusLayer.Rabbit.RabbitMessageBusReceiver.o()

at Lnl.OG.MessageBusLayer.Rabbit.RabbitMessageBusReceiver.Dispose(Boolean)

at Lnl.OG.MessageBusLayer.Rabbit.RabbitMessageBusReceiver.Finalize()

Resolution

After inspecting the LS Communication Server process, we see that RabbitMQ.Client.dll cannot load following the download or firmware update process.

To resolve this issue, in the OnGuard installation directory, search for RabbitMQ.Client.dll. If this file is missing, copy the file from the installation media to the OnGuard installation directory.

Applies To

OnGuard 7.5.375

Additional Information
