

# How to fix issues with the Lenel Console when OnGuard is not installed on the C:\ Drive

Last Modified on 10/06/2022 4:18 am EDT

How to fix issues with the Lenel Console when OnGuard is not installed on the C:\ Drive

## Procedure Steps

### Section A

Verify if the LS Web Service will start. If it starts, move on to Section B. If it does not start, check the NGINX log (**C:\programdata\lnl\nginx\logs**) where the following entry was repeated.

```
2017/10/13 08:16:53 [emerg] 4548#4552:
BIO_new_file("C:\ProgramData\lnl\nginx\conf\ls_server_cert.pem") failed (SSL: error:02001002:system
library:fopen:No such file or directory:fopen('C:\ProgramData\lnl\nginx\conf\ls_server_cert.pem','r')
error:2006D080:BIO routines:BIO_new_file:no such file)
```

CAUTION: The command below will write a new certificate if it does not match what is already in LS Certificate Store (case-sensitive); make sure you do not create a second certificate.

In order to check the installed certificate, complete the following steps:

Open mmc and install the certificates snap-in.

1. Run **mmc.exe**.
2.
  - a. From **File**, select **Add/Remove Snap-in**.
  - b. Select **Certificates**, and then click [Add >].
  - c. Select **Computer Account**, and then click [Next].
  - d. Click [Finish].
  - e. Click [OK].
3. Expand **Trusted Root Certificate Authorities**, and then Delete/Export **Root Agency & Prism SOA**

### Common Trusted Root.

4. Expand **LS Certificate Store**, and then Delete/Export the certificate that appears here.

In order to correct this, run the following in cmd (as administrator). **Note:** There are two place holders in the command that need to be updated when run:

- YOURINSTALLDRIVE is the drive that OnGuard was installed to.
- SERVERFQDN is the Fully Qualified Domain Name of the OnGuard server running LS Message Broker.

```
"YOURINSTALLDRIVE:\Program Files  
(x86)\OnGuard\Certificates\Inl_app_server_certificate_installer.exe" -  
key=C:\ProgramData\Ln\nginx\conf\ls_server_cert_key.pem -  
cert=C:\ProgramData\Ln\nginx\conf\ls_server_cert.pem -store="LS Certificate Store" -cn=SERVERFQDN
```

After this is run the **ls\_server\_cert.pem**, and **ls\_servcer\_cert\_key.pem** files should be located in the **C:\programdata\nginx\conf** folder that the log referred to as missing.

### Section B

To deal with the issue of LS Module Manager service missing, create the service manually:

1. Open the command prompt as an administrator.
2. Browse to the location where the module manager is located.
3. Enter the following command: `nssm.exe install module-manager.exe` . (See below.)
4. This will open a dialog box (see below). You only need to configure the Application tab.
5. Give the **Service name** a friendly name such as "LS Module Manager".
6. The **Path** should be the path of the **module\_manager.exe**.
7. The **Startup directory** should be the folder where its located.
8. Click [Install service] and you should get a confirmation that it was successful in command prompt.
9. Verify the settings were written to registry correctly by going to the registry and finding the HKey\_localmachine- system - current control set - services.

```

Administrator: Command Prompt
Microsoft Windows [Version 6.3.9600]
(c) 2013 Microsoft Corporation. All rights reserved.

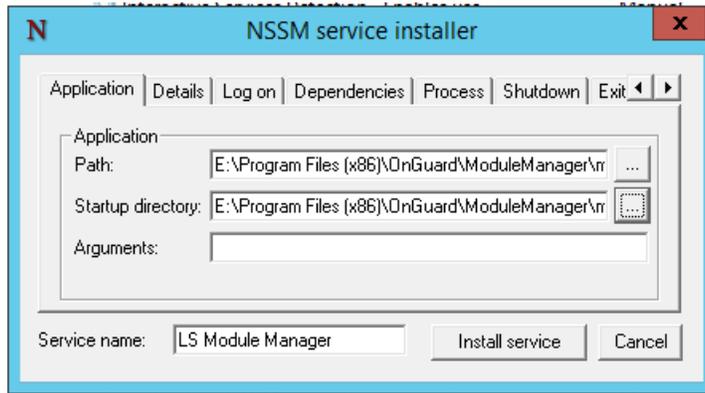
C:\Windows\system32>cd E:\Program Files (x86)\OnGuard\ModuleManager\module-manag
er-win32-x64

C:\Windows\system32>e:

E:\Program Files (x86)\OnGuard\ModuleManager\module-manager-win32-x64>nssm.exe i
nstall module-manager.exe
Service "LS Module Manager" installed successfully!

E:\Program Files (x86)\OnGuard\ModuleManager\module-manager-win32-x64>_

```



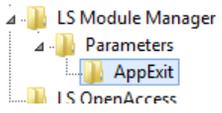
The registry entry in the end of the service should look like this:

\*\*\*Please note that if you must make any changes to your registry, back up your registry first\*\*\*

Name	Type	Data
(Default)	REG_SZ	(value not set)
DelayedAutostart	REG_DWORD	0x00000000 (0)
DisplayName	REG_SZ	LS Module Manager
ErrorControl	REG_DWORD	0x00000001 (1)
FailureActionsO...	REG_DWORD	0x00000001 (1)
ImagePath	REG_EXPAND_SZ	E:\Program Files (x86)\OnGuard\ModuleManager\module-manager-win32-x64\nssm.exe
ObjectName	REG_SZ	LocalSystem
Start	REG_DWORD	0x00000002 (2)
Type	REG_DWORD	0x00000010 (16)

Name	Type	Data
(Default)	REG_SZ	(value not set)
AppDirectory	REG_EXPAND_SZ	E:\Program Files (x86)\OnGuard\ModuleManager\module-manager-win32-x64
Application	REG_EXPAND_SZ	E:\Program Files (x86)\OnGuard\ModuleManager\module-manager-win32-x64\module-manager.exe
AppParameters	REG_EXPAND_SZ	



(Default)	REG_SZ	Restart
<h2>Applies To</h2> <p>OnGuard (All versions)</p> <h2>Additional Information</h2> <p>None</p>		