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Symptom

Since the OpenAccess service runs under the user account (other than LOCAL SYSTEM) which does not have enough privileges, it cannot get the handle to the directory services. OpenAccess is still waiting to get the handle and after 30 seconds (REST protocol's standard ESB time limit), so the request times out.

Resolution

Run the OpenAccess service with the LOCAL SYSTEM account which should have all required privileges for OpenAccess.

Applies To

OnGuard 7.4, OnGuard 7.4 Update 1, OnGuard 7.4 Update 2, and OnGuard 7.5

Additional Information