Errors are reported when trying to run, edit or execute scheduled reports for any web-based reports

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Symptom

OnGuard 8.0 and OnGuard 8.1 have an incorrect license file for the "Reporting & Dashboards" functionality, which stopped operating on September 26, 2022. This results in error messages when trying to run or edit reports, and causes scheduled reports to stop executing.

You may also see a "404 Not Found" error when trying to view the list of reports.

Resolution

The updated **jslc.dat** file that is available corrects this issue and removes the expiration date from the "Reporting & Dashboards" component. To obtain and install the updated file:

1. Log into the LenelS2 Partner Center web site (https://partner.lenel.com/login) and then navigate to the Downloads section.
2. In the **Choose version** field, select "OnGuard 8.0" or "OnGuard 8.1" and then download and unzip the zip file for the installed version of OnGuard:
   - OnGuard 8.0: Patch for Reporting & Dashboards Expired License 1.2 KB 2022-09
   - OnGuard 8.1: Patch for Reporting & Dashboards Expired License 1.2 KB 2022-09

The following steps are processed on the application server/Reporting Server where the .dat file is located.

1. Stop the "LS Reporting" Windows service.
2. Launch Windows Task Manager and ensure there are no "java.exe" processes running. If there are "java.exe" processes running, "End Task" to stop each one.
3. Delete or rename the existing **jslc.dat** file in **C:\Program Files\JReport\Server\bin** on your OnGuard server or reporting server.
4. Copy the **jslc.dat** file to that folder.
5. Wait at least 5 minutes from the time the "java.exe" processes were stopped in step 2, and then start the "LS Reporting" Windows service.
6. Verify correct operation by navigating to the "Reports" browser client and launching a report.

Please contact LenelS2 Technical Support if further assistance is needed.

Applies To

OnGuard 8.0

OnGuard 8.1

Additional Information

N/A