

Communication Crashes with a C++ Runtime Error When Downloading Database to XPP

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Symptom

When downloading the database to the XPP (CT-30 locks), the Communication Server crashes. The following error message appears:

```
Microsoft Visual C++ Runtime Library
Runtime Error!
Program C:\Program Files\OnGuard\Inlcomsrvr.exe
This application has requested the Runtime to terminate in an unusual way. Please contact the application's support team for more information
```

The Windows Application Event Viewer shows the following error properties:

```
Faulting application Inlcomsrvr.exe, faulting module version 6.3.249 msvc90.dll version 9.0.21022.8 fault address 0x0005bb47
```

These errors appear on any workstation that the XPP is connected to. The database download fails whether the Communication Server is running as an application or as a service.

Resolution

This error indicates that there is a problem with the XPP. The XPP must be repaired or replaced.

Applies To

OnGuard 2009 (6.3.249); Windows XP

Additional Information

Two support tickets have been logged with the same errors, both resolved by replacing the XPP.

Both of these instances involved connecting the XPP to a Windows XP (SP3) system running OnGuard 2009.
