

# Wasp

## BARCODE TECHNOLOGIES

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### AssetCloud and InventoryCloud On-Premise: system stops working, logged-in users get no results, new logins get message "Page unavailable"

Scott Leonard - 2024-01-26 - in InventoryCloud

This problem has been observed in AssetCloud and InventoryCloud On-Premise v02.02.03 @ 12/05/2023 (Build:2.2.2.30957). The next (and later) On-Premise build will include this fix, so the workaround below should no longer need to be applied manually.

#### Symptoms

After upgrade or installation of the version mentioned above, the AssetCloud or InventoryCloud On-Premise website will occasionally stop working. Users who are already logged in receive no results; other users attempting to log in get a message "Page unavailable. The requested page failed to load..."

Logged errors include "System.IO.IOException: Unable to read data from the transport connection: An existing connection was forcibly closed by the remote host."

### **Cause**

A Microsoft Windows update in late 2023 introduced changes in the operating system that causes the website to disconnect.

### **Workaround**

A registry change sets the error to only generate a warning in Event Viewer, rather than causing a disconnect.

You will see warnings in Event Viewer. Source Directory-Services-SAM, event ID 16968.

General notes: Audit only mode is currently enabled for remote calls to the SAM database.

The following client would have been normally denied access: Client SID: [value] from network address [ipaddress]. For more information, please see

<http://go.microsoft.com/fwlink/?LinkId=787651>.

### **Registry Details**

Path	HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Lsa
Setting	RestrictRemoteSamAuditOnlyMode
Data Type	REG_DWORD
Value	1
Notes	This setting can't be added or removed by using predefined Group Policy settings. Administrators may create a custom policy to set the registry value if needed. SAM responds dynamically to changes in this registry value without a reboot.