Login Driver will not start. In LenelError.log "Cannot start Login Driver" reported

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Symptom

Login Driver will not start. "Cannot start Login Driver" reported in Lenel Error Log.

The Windows event log reports a failure on WS2_32.dll because the .dll was unloaded incorrectly:

Faulting module name: WS2_32.dll_unloaded, version: 0.0.0.0, time stamp: 0x4ce7ca25

Faulting module path: WS2_32.dll

Resolution

When performing a Procmon comparison between working and non-working version of the Login Driver, we see that the following registry key for Windows Customer Experience settings is set differently in the failing system:

HKLM\Software\Microsoft\SQMClient\Windows\CEIPEnable

In the working system, CEIPEnable is 0. In the failing system, CEIPEnable is 1.

Run the following command from an elevated command prompt to overwrite the default settings in the registry:

REG ADD "HKLM\SOFTWARE\Microsoft\SQMClient\Windows" /f /v "CEIPEnable" /t REG_DWORD /d "0"

Applies To

OnGuard (all versions)

Additional Information

Reference: https://stackoverflow.com/questions/25047316/ws2-32-dll-unloaded-exception-when-using-managed-c-library