

ControlSuite : SLP can cause delays to login to Equitrac embedded devices

000036574 | How To | Last updated 2026-09-01 | ControlSuite, ControlSuite Equitrac, Equitrac Office / Equitrac Express

ISSUE

Log in may be slow and CAS logs may show a delay in performing validation

Problem 1

Issue SLP Directory Agent Dynamic Discovery fails.

Event Viewer logs on Equitrac servers show Lib_SLP errors, this is a good indicator that this is the problem.

As part of the process it checks SLP for the service availability. It then waits for a response. If it doesn't get one, the connection will wait causing a delay. Debug Logs will show no service found

Example below:

The check is made here:

```
TRACE][2024-04-24
15:42:24.582][0x00002630][0x00000f64][EQLookupService::findServiceXML(ServiceAttribute)][0]'
function enter.'
```

this will then respond (in this case 6 seconds later)

```
[TRACE][2024-04-24
15:42:30.889][0x00002630][0x00000f64][EQLookupService::findServiceXML(ServiceAttribute)][0]'No
service found'
```

SOLUTION

To stop SLP from dynamically looking for the Directory Agent the Eqslp.conf file needs to be hardcoded on the CAS server.

There are two locations to do this.

- 1 C:\Program Files\Equitrac\SLP (dependent on where you installed it!)
- 2 C:\Programdata\Nuance\Equitrac\SLP

In the top section of the file there will be an entry

```
;net.slp.DAAddresses = myDA1,myDA2,myDA3
```

Open the same file on your DRE or DCE server and you will see it populated with Values. Change the CAS value to the same

e.g. net.slp.DAAddresses = CasServer.domain.com (note there is no preceding semi colon ';')

Save this to both locations (the first is a template in case the live file is replaced, to ensure it doesn't get overwritten)

The restart CAS and SLP

This should prevent the delay.

Problem 2

Issue: SLP cannot initialize.

The SLP service typically cannot initialize due to intrusion, which may be caused by antivirus software or Crowdstrike.

SLP logs will show what happens when the SLP service initialises.

An error will be presented on initialization: "Data could not send() in SLPDOutgoingDatagramWrite"

```
<font face="Courier">[TRACE][2026-05-22 11:11:14.580][0x0000488c][0x00000000][slpLogDebug][25]'Quer
[TRACE][2026-05-22 11:11:14.584][0x0000488c][0x00000000][slpLogDebug][25]'ERROR: Data could not ser
[TRACE][2026-05-22 11:11:14.593][0x0000488c][0x00000000][slpLogDebug][25]'Agent Interfaces = '
[TRACE][2026-05-22 11:11:14.593][0x0000488c][0x00000000][slpLogDebug][25]'SLPD daemon scope(s): equ
[TRACE][2026-05-22 11:11:14.593][0x0000488c][0x00000000][slpLogDebug][25]'Startup complete entering
'</font>
```

Steps

- 1 Turn on CAS debug logs, clear them also to keep log capture sizes small. This in turn will enable SLP logs.
- 2 Stop CAS
- 3 Stop SLP
- 4 Start CAS
- 5 Start SLP

Collect the SLP logs and SLP cache manually

logs: C:\Programdata\ControlSuite\Logs\Equitrac\EQSlp*

Data : C:\ProgramData\Nuance\Equitrac\SLP

Send these to a Technical Support Case for review

SOLUTION

Add AV and Crowdstrike exceptions as per What are the Antivirus Exceptions required for ControlSuite?

<https://aio-eus-uat-cae-aif-app14-local.redglacier-35d7ee4f.eastus.azurecontainerapps.io/article/36574>