

The application has failed to start because its side-by-side configuration is incorrect

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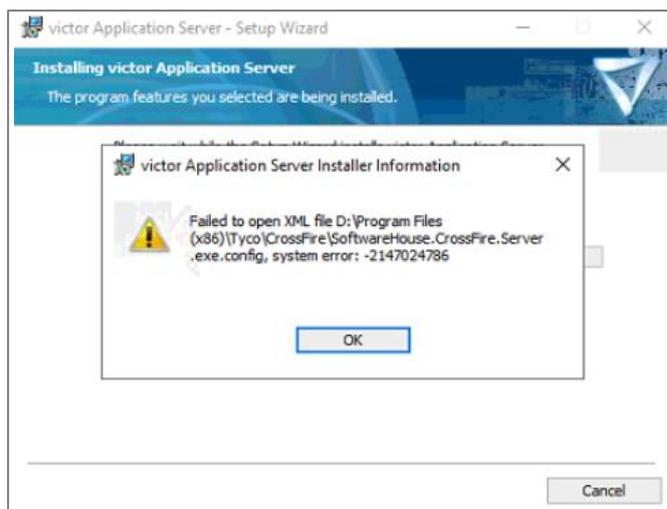
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Issue

Services will not start, or the victor Application Server repair will not go through and gives an error regarding incorrect entry in the Server Config file.

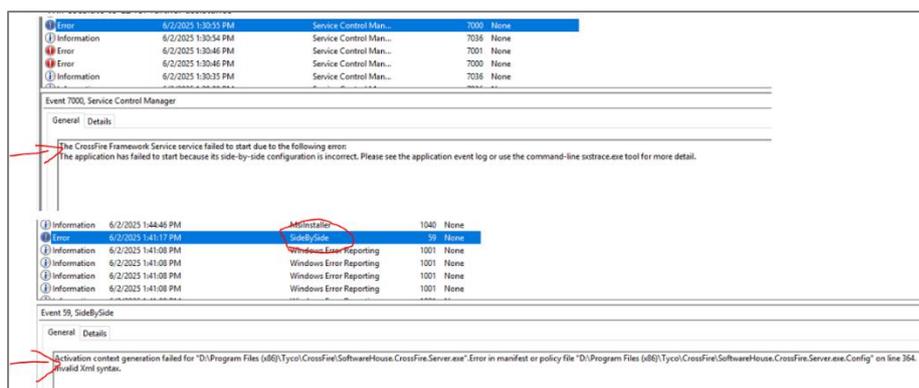
Fail to open XML file **C:\Program**

Files(x86)\Tyco\CrossFire\SoftwareHouse.CrossFire.Server.exe.config, system error: -2147024786



In the Application Log of the event viewer, it will show the following error:

The Crossfire Framework Service failed to start due to the following error. The application has failed to start because its side-by-side configuration is incorrect.



Resolution

This is an issue with the Server Config file.

Go to this location in the CCURE server:

C:\Program Files (x86)\Tyco\CrossFire (assuming C is the installation drive) and open up the "**SoftwareHouse.CrossFire.Server.exe**" as shown below:

| | | | |
|--|--------------------------|----------------------|--------------|
| SoftwareHouse.CrossFire.Server.ActionProcessing.dll | 4/25/2024 6:44 PM | Application exten... | 266 KB |
| SoftwareHouse.CrossFire.Server.AuditMessageListenerComponent.dll | 4/25/2024 6:44 PM | Application exten... | 20 KB |
| SoftwareHouse.CrossFire.Server.ClientInterfaceLayer.dll | 4/25/2024 6:23 PM | Application exten... | 188 KB |
| SoftwareHouse.CrossFire.Server.ConsentAuthority.dll | 4/25/2024 6:43 PM | Application exten... | 65 KB |
| SoftwareHouse.CrossFire.Server.DataServiceLayer.dll | 4/25/2024 6:23 PM | Application exten... | 886 KB |
| SoftwareHouse.CrossFire.Server.EmailService.dll | 4/25/2024 6:44 PM | Application exten... | 54 KB |
| SoftwareHouse.CrossFire.Server.EventServer.dll | 4/25/2024 6:44 PM | Application exten... | 17 KB |
| SoftwareHouse.CrossFire.Server | 4/25/2024 7:18 PM | Application | 82 KB |
| SoftwareHouse.CrossFire.Server.exe | 6/13/2025 9:29 PM | CONFIG File | 44 KB |
| SoftwareHouse.CrossFire.Server.HighActivityComponent.dll | 4/25/2024 6:45 PM | Application exten... | 11 KB |
| SoftwareHouse.CrossFire.Server.InstallHelper.dll | 4/25/2024 6:23 PM | Application exten... | 9 KB |
| SoftwareHouse.CrossFire.Server.InstallLog | 12/24/2024 12:41 AM | INSTALLLOG File | 6 KB |
| SoftwareHouse.CrossFire.Server.JournalMessageListenerComponent.dll | 4/25/2024 6:44 PM | Application exten... | 20 KB |
| SoftwareHouse.CrossFire.Server.LicenseInfoHelper.dll | 4/25/2024 6:23 PM | Application exten... | 41 KB |

Open the file and at the start you will see:

```
SoftwareHouse.CrossFire.Server.exe - Notepad
File Edit Format View Help
<?xml version="1.0" encoding="utf-8"?>
<configuration>
  <!-- Service Bus config settings for the scalable environment-->
  <configSections>
    <sectionGroup name="Singleton">
      <section name="ServiceBusQueues" type="System.Configuration.DictionarySectionHandler" />
      <section name="ServiceBusTopics" type="System.Configuration.DictionarySectionHandler" />
    </sectionGroup>
    <sectionGroup name="Lite">
      <section name="ServiceBusQueues" type="System.Configuration.DictionarySectionHandler" />
      <section name="ServiceBusTopics" type="System.Configuration.DictionarySectionHandler" />
    </sectionGroup>
  </configSections>
  <Singleton>
    <ServiceBusQueues>
```

And in the middle of the file, you will see the same entry:

```
*SoftwareHouse.CrossFire.Server.exe - Notepad
File Edit Format View Help
  <add key="EmailServerSSL" value="Net" />
  <add key="RetrySeconds" value="1" />
  <add key="RetryCount" value="7" />
  <add key="RetryFactor" value="2" />
  <add key="ElasticApm:ServerUrl" value="http://localhost:8200" />
  <add key="ElasticApm:Recording" value="false" />
  <add key="ElasticApm:Enabled" value="false" />
  <add key="ElasticApm:ServiceName" value="Crossfire" />
</appSettings>
</configuration>
<?xml version="1.0" encoding="utf-8"?>
<configuration>
  <!-- Service Bus config settings for the scalable environment-->
  <configSections>
    <sectionGroup name="Singleton">
      <section name="ServiceBusQueues" type="System.Configuration.DictionarySectionHandler" />
      <section name="ServiceBusTopics" type="System.Configuration.DictionarySectionHandler" />
    </sectionGroup>
    <sectionGroup name="Lite">
      <section name="ServiceBusQueues" type="System.Configuration.DictionarySectionHandler" />
      <section name="ServiceBusTopics" type="System.Configuration.DictionarySectionHandler" />
    </sectionGroup>
  </configSections>
  <Singleton>
    <ServiceBusQueues>
      <add key="Queue_CrossFireSingleton" value="IN" />
      <add key="Queue_SCHosts" value="IN" />
      <add key="Queue_InstanceManager" value="OUT" />
      <add key="Queue_AgentHeartBeat" value="OUT" />
      <add key="Queue_HealthInfo" value="OUT" />
    </ServiceBusQueues>
    <ServiceBusTopics>
      <add key="Topic_ObjectNotifications" value="OUT" />
```

The configuration of the file is repeated twice in the same server config file. All you have to do is to **keep one set** of configuration data and remove all other.

Save the file.

Perform **repair** of the **victor Application Server**.

Now the services will start.