How to locate the Communication Server for a panel in OnGuard?

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Question

If a Technical Support technician requests to locate the Communication Server for a panel, how do I locate it?

Answer

1. Log in to System Administration.
2. Find the panel (for example, if it is a recorder, it should be in **Video > Digital Video > Video Recorders** tab).
3. Put a red check on the panel.
4. Find the Workstation field. This should be the name of the machine where the Communication Server is located.
5. Log into that machine (either using Remote Desktop, or by physically logging in) and confirm that the LS Communication Server is running.

Applies To

OnGuard (All versions)

Additional Information

Launching the Communication Server as an application will tell you the exact name to be entered into System Admininstration in the bottom-right corner of the application. In rare cases, you might notice a difference between the computer hostname and what shows up here.