An access panel appears offline in Alarm Monitoring after moving to new LS Communication Server

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Symptom

In System Administration, the following steps are performed to point an access panel to use a different Communication Server.

1) From the **Access Control** menu, select **Access Panels**. The **Access Panels** folder is displayed.
2) Select the access panel you want to modify, then click [Modify].
3) Change the **Workstation** field to reflect the new Communication Server, then click [OK] to save the change.
4) Ensure the LS Communication Server service is running on the computer specified in the **Workstation** field in step 3.

Although these steps were completed, the access panel appears offline (red X) in the Alarm Monitoring session.

Resolution

This issue occurs if the Alarm Monitoring session remains open during the assignment of a new Communication Server to the access panel.

Alarm Monitoring has a connection to whichever Communication Server a panel is connected. When the panel is configured to use a different Communication Server, Alarm Monitoring does not recognize the change. A new session of Alarm Monitoring must be started to be able to connect to the Communication Server the panel is now using.

To resolve the issue, perform one of the following steps.

1) Log out of Alarm Monitoring, then log back in to establish a new session. The Alarm Monitoring application itself can remain open.

2) Close Alarm Monitoring, then launch it again, and log in to establish a new session.

Applies To

OnGuard (All versions)

Additional Information

None