Failures to download to ILS wireless locks due to lock operations priorities

Symptom

A download to an ILS wireless lock may fail. The failure may occur via wireless connection or PDA connection.

In Alarm Monitoring, the event "Failure to send command" may appear.

Resolution

In order to provide reliable operation, the ILS wireless lock software prioritizes operations as follows:

1) Reader processing
2) PDA communications processing
3) Host (OnGuard) communications processing

This means that if the PDA or Host is downloading to the lock, and a card is presented at the lock's reader, the PDA or Host communications will be aborted, and the event "Failure to send command" will appear in Alarm Monitoring. The PDA or Host download process must be restarted by the user.

If PDA communications are occurring, and Host communications are attempted, the Host communications are aborted. The user must restart the Host download process, or if automatic updates are being processed, wait for the next heartbeat cycle when the PDA is not connected.

Applies To

Lenel ILS
OnGuard 2010 (6.4.500) or later

Additional Information

None