

New Access Panel Not Coming Online

Last Modified on 10/06/2022 4:15 am EDT

Symptom

A newly added access panel does not come online in Alarm Monitoring. The panel and all its added child devices display a red X in the System Status Tree. The LeneError.Log displays the following error message:

TIME: [08/24/2017 15:13:52]

SEVERITY: Error

ERROR CODE: 0x20010001

PROGRAM: LSLServer

FILE: AsyncEventDispatchers.cpp (LINE 42)

DETAILS: Internal logic error.

Resolution

1. Open **Services**.
2. Stop the **LS Communication Server** and wait 1-2 minutes.
3. Right-click on the **Communication Server** application. This can typically be found by clicking: **Start > All Programs > OnGuard > Service and Support > Communication Server**.
4. Locate and double-click the Communication Server icon located in the **System Tray**. The Task Bar should now contain the Communication Server icon. Click the icon to open the application.
5. The Communication Server begins polling out to the panels configured in System Administration. Locate the IP address assigned to the newly added access panel (that was not coming online). Identify if it has a status of 1 or 0.

Status is 1: Indicates the panel is now online.

§ Close the Communication Server application.

§ Start the service again. If the panel does not come back online close and reopen Alarm Monitoring. If the status is still a red X there is a Windows permission issue with the Communication Server. Try changing the "Log On as" property of the LS Communication Server. For further information on this see KB 1054

Status is 0: the Communication Server still cannot communicate with the panel.

Continue to the next step.

6. Verify you can ping the newly added panel by IP from the Communication Server.
7. Log into the configuration page for the panel.
8. Navigate to the **Host Comm** section.
9. Verify the Communication Address matches the value configured in System Administration, typically they are both set to 0.
10. Verify the Port Number is set to 3001 on the webpage and in System Administration. (Unless a custom port is being used).

Applies To

Mercury Access Panels

OnGuard (All versions)

Additional Information
