Open Access services stops when an ATS Panel comes online

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Symptom

Open Access services stops when an ATS Panel comes online

Resolution

This is a known unresolved legacy issue; a defect DE136599 has been submitted for this issue so it can be investigated further to identify the root cause and resolution in future OnGuard Releases

Work Around: Use the Open Access and ATS Panel alternatively, make the panel offline when using Open Access and online when not using Open Access.

Applies To

OnGuard 7.5 and above

Additional Information

OnGuard web applications may also be impacted when the Open Access service stops, this is a side effect of this issue