

Communication Server CPU usage is high due to temporary access level

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Symptom

Communication Server CPU usage is high due to temporary access level downloads

Resolution

Without any settings in place, the Communication Server will attempt to download temporary access levels to every panel, concurrently. In some environments this causes the Communication Server to use all of the available CPU resources. Starting with OnGuard version 7.2.269.13 and 7.3.345.13, there are new **ACS.ini** settings that can correct the Communication Server's CPU usage.

Note: It is recommended to make a backup of the **ACS.ini** file prior to making any changes.

1. Run Notepad as administrator to ensure you have the permissions needed to save the changes to the file.
2. From the **File** menu, select **Open**, then navigate to and open: **C:\Windows\ACS.ini**.
3. Locate the `[CommunicationServer]` section. If that section does not exist, add it to an unused space.
4. Under `[CommunicationServer]` add:
`ConcurrentDownloadsLimit=6`
Note: This value may need to be reconfigured depending on the customer's environment. Experiment with different values to find what works best for the customer.
5. If the system is running on an OnGuard version prior to 7.3.345.444, an additional setting can be added to **ACS.ini** file to add a delay between the time it finishes one download and starts the next. This setting is already incorporated in OnGuard 7.3.345.444.
6. Locate the `[Services]` section in the **ACS.ini** file, and add:
`TempAccLevelDownloadsInterval=x`
7. Replace "x" with the desired number of minutes to wait between downloads.
8. From System Administration, choose **Cardholder Options** from the **Administration** menu. Locate the **Granularity**. This setting determines how often the system checks for and makes the necessary temporary access level downloads. The default value is 30 minutes, however it can be raised to 60 minutes if the system needs additional time to space out the downloads.

Applies To

OnGuard 7.2.269.13 and later

OnGuard 7.3.345.13 and later

Additional Information

Note: OnGuard 7.3.345.444 adds ConcurrentDownloadsLimit=6 to the **ACS.ini** file by default.
