

Global I/O's do not work and the CommServerlogs.txt show "Panel not in Zone" event

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Symptom

Global I/O's do not work and logs mention an "Panel not in Zone" event "PanelNotInZone"
This is caused by a Monitoring zone of ID=0, and this is not supported.

Resolution

This is caused by a Monitoring zone of ID=0, and this is not supported.

To confirm run the following SQL Query;

```
select MZID from MONZONE
```

If you have a Monitoring zone with an ID=0, It must be removed.

NOTE: You may have to enable the below debug from ACS.ini to see the error:

Add a [Linkageserver] section if it does not already exist

Add the following line directly under it GlobalIODEbugFile=1

Restart and it will create a debug file called GlobalIODEbugFile.txt

Applies To

OnGuard (All versions)

Additional Information
