Elevator Translator stops receiving the badge swipes from OnGuard intermittently and it requires restart of communication server to fix the issue
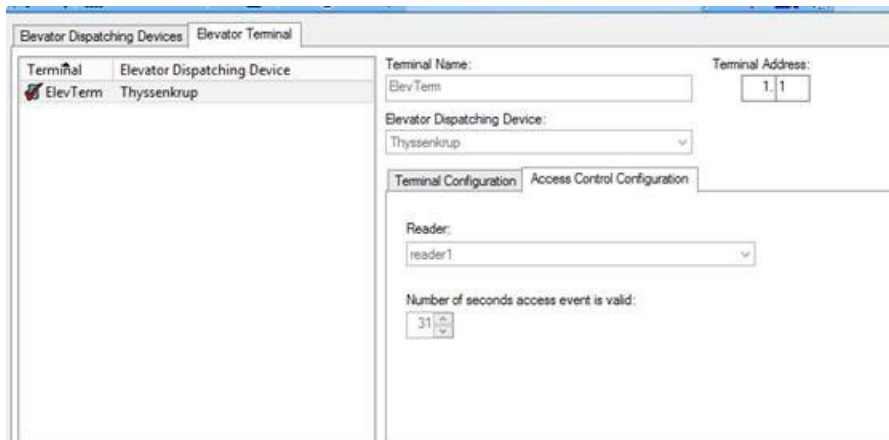
Last Modified on 10/06/2022 4:23 am EDT

Symptom

Elevator Translator stops receiving the badge swipes from OnGuard intermittently and it requires restarting the Communication Server to fix the issue.

Resolution

Increase the event duration value for the elevator controller readers by setting the value of "Number of seconds access event is valid" field to a desired value. The maximum value of this field can vary for different panels and readers.

Applies To

- OnGuard 7.3 and updates
- OnGuard 7.4 and updates
- OnGuard 7.5 and updates

Additional Information