# 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.

Termiñal El	evator Dispatching Device	Terminal Name:	Terminal Address:
ElevTerm Th	nyssenkrup	BevTerm	1.1
		Bevator Dispatching Device:	
		Thyssenkrup v	
		Terminal Configuration Access Control Configuration	
		Reader.	
		reader1	
		Number of seconds access event is valid:	

### Applies To

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

# Additional Information

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