

# Timeout issues with Bosch and Radionics panels

Last Modified on 12/01/2021 12:20 pm EST

## Symptom

Communication Lost/Restored errors occur for Bosch or Radionics panels.

These errors occur on panels earlier than version 2, which are identified by a V2 designation at the end of the model.

## Resolution

**Important:** Increasing the LAN timeout will increase the length of time it takes to detect any alarm condition. This factor should be strongly considered before implementing this workaround.

To resolve this problem, increase the LAN timeout value in the **ACS.INI** file on the computer running the LS Communication Server by doing the following:

1) Open the **ACS.INI** file (located in **C:\Windows**).

2) Search for the [Radionics] section. If the section is not there, add the following line:

```
[Radionics]LanTimeoutSeconds=10
```

2) Save the **ACS.INI** file and then restart the LS Communication Server.

3) Once the LS Communication Server has restarted, let the system run for awhile and see if this helps resolve the communication issues.

## Applies To

OnGuard 2005 Second Edition (5.11.216)

OnGuard 2006 (5.12.012)

OnGuard 2006 Technology Update (5.12.110)

OnGuard 2008 (6.0.148)

## Additional Information

None

