Large Number of Alarms in Alarm Monitoring when a Disconnected LDVR is Reconnected

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Symptom

If an LDVR is disconnected from an OnGuard system for an extended period of time, communication errors that have not been processed by the Communication Server may be generated and saved on the LDVR.

When connected, the LDVR slowly releases these errors, as many as 10,000 or more, depending on how long the LDVR was disconnected.

The error messages appear as alarms in Alarm Monitoring.

Resolution

When the LDVR services are stopped, the LDVR queues up alarms and releases them at a controlled rate. If necessary, this message queue can be deleted.

To delete the message queue:

1. Using the installed batch file, stop all LDVR services.
2. Delete the file **LocalServer.sel**, located on the LDVR at either **C:\WINDOWS\system32** or **C:\WINNT\system32**.
3. Restart the LDVR services.
4. Repeat Steps 1-3 until the size of the **LocalServer.sel** file reaches 0 KB.

LDVR (All versions)

Applies To

Additional Information

Deleting the message queue file on the LDVR permanently deletes any alarms and errors generated by the LDVR, and they cannot be recovered.