How to resolve "Software Connection Error" in Alarm Monitoring

Procedure Steps

1) Verify that the Communication Server is running on at least one server:
Note: It can be running as the LS Communication Server service or as an application in the foreground.
- To start the LS Communication Server service, start it from Windows Services.
- To run the LS Communication Server as an application, click the Start button, and then select**All Programs** > **OnGuard** > **Communication Server**.

2) In System Administration, select **Access Panels** from the **Access Control** menu.

3) Verify that the **Workstation** field for the affected access panel has the correct host name for the computer running the LS Communication Server.

4) Verify that the computer running the LS Communication Server can be pinged by both the IP address and the computer host name.

5) Verify that the computer running Alarm Monitoring has the correct host name and IP address information in the **hosts** file for the computer running the LS Communication Server. The **hosts** file is located in the following location:
C:\Windows\system32\drivers\etc\hosts

Note: There may be no entry for the computer running the LS Communication Server service, which is acceptable, as long as DNS is working properly at the site.

6) Ensure that the TCP port 4001 is not being blocked or scanned on either the computer running the LS Communication Server service or the computer running Alarm Monitoring. In addition, this port must not be blocked or scanned by the network equipment (switch or router) to which the computers are connected.

The affected access panels should now be online. If not, contact Technical Support for further assistance.

Applies To

OnGuard (All versions)

Additional Information

TCP port 4001 is reserved as the Communication Server RPC port.

If you are having this issue on an NEC ExpressCluster system, refer to article **How to resolve "Software**

Connection Error" in Alarm Monitoring with an NEC ExpressCluster server for additional troubleshooting steps.