

# Error in Alarm Monitoring: "Failed to send dial-up request for 'Panel Name' to the Communication Server"

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## Symptom

The following error occurs when attempting to connect to an access panel from the host computer via modem, by right-clicking the access panel in the Alarm Monitoring System Status Tree and selecting **Connect**:

"Failed to send dial-up request for 'Panel Name' to the Communication Server."

## Resolution

1) Verify the host modem is powered on.

If the host modem is not powered on, then you should power it on and attempt to connect again.

If the host modem is powered on, continue to the next step.

2) Verify the LS Communication Server service is started.

If the LS Communication Server service is not started, then you should start the Communication Server and attempt to connect again.

If the LS Communication Server service is already started, continue to the next step.

3) Restart the Communication Server. If restarting the Communication Server does not fix the issue, continue to the next step.

4) Delete the modem from Windows.

5) Re-add the modem to Windows.

6) Confirm that the modem is configured correctly in System Administration.

7) Confirm that the panel is has the correct configuration in System Administration.

At this point, you should be able to right-click on the panel in the System Status Tree in Alarm Monitoring, select **Connect**, and connect successfully.

If not, please contact Lenel Technical Support for troubleshooting assistance.

## Applies To

OnGuard (All versions)

## Additional Information

None

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