Edge readers using Communication Server on Windows 7 are not online in Alarm Monitoring

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Symptom

Edge readers that are communicating through a Communication Server running on a Windows 7 computer may not be online in Alarm Monitoring.

Resolution

To resolve the issue, User Account Control (UAC) must be disabled on the computer running Windows 7.

Applies To

OnGuard 2008 Plus (6.1.222) or later
Windows 7
Edge readers

Additional Information

LenelS2 does not recommend disabling User Account Control (UAC) on any computer running Windows, as this may pose a security risk. Disabling UAC is for troubleshooting purposes only. Resume use of UAC according to your domain policy as soon as troubleshooting is complete. Refer to the Microsoft knowledge base article About User About User Account Control Settings for additional information.