NGP panels not online when Communication Server running on computer with single-core processor

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Symptom

If an NGP panel communicates with a Communication Server running on a computer with a single-core processor, that NGP panel might not come online.

This might occur if the computer is either a physical machine with a single-core processor, or a virtual machine with a single processor core assigned to it.

Resolution

To work around this issue, add the following line to the ACS.INI file on the computer running the Communication Server, under the `[CommunicationServer]` section:

`ComPortThreadLoopDelay=5`

Save and close the ACS.INI file, then restart the LS Communication Server service.

Applies To

NGP

Additional Information

Note that computers with multiple-core processors are not affected by this issue.