

# ILS lock status in Alarm Monitoring may be different from its actual status

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## Symptom

Alarm Monitoring might show an ILS lock status that is different from the lock's actual status. For example, a lock might show Forced or Held Open status even though it is not forced or held open. This happens when the lock is not configured to send real-time status notifications. Therefore, the lock only updates its status in Alarm Monitoring when the audit log is retrieved, which could take hours.

## Resolution

To resolve this issue and see a particular lock status in real time, appropriate event pairs must be configured as Priority One events. For example, having Door Forced Open and Door Forced Open Restored configured as Priority One events guarantees that Alarm Monitoring shows forced open status for that lock in real time.

## Applies To

OnGuard 2010 (6.4.500) or later  
Lenel ILS

## Additional Information

None

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