NGP panel not reporting events to OnGuard

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Symptom

An NGP panel is not reporting events to OnGuard.

Resolution

In NGP firmware version 1.01.122 and earlier, there is an issue where many events generated on the panel could fill up the panel's internal event buffer and cause events to "roll over".

Once the event buffer is full, the panel will not report new events to OnGuard. To work around this issue, perform either a database downloaded to the panel, or apply the latest version of NGP firmware which corrects this issue (NGP firmware versions later than 1.01.122).

Applies To

OnGuard 2010 Technology Update (6.4.500 TU1) or later
NGP

Additional Information

You can check the ACCESSPANE.EVENT_INDEX to see if the panel has rolled over events. If you see a value of 65534 or higher, then the panel has rolled over events. When you perform a database download, the EVENT_INDEX is reset to 0.