How to change the delay for web applications to download information to the controller?

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Symptom

When making any changes on any web application, the changes takes a long time to be downloaded to the panel. For example, when using Front Desk and assigning a badge number to a visitor, it takes approximately 60 seconds to give access to the visitor.

Resolution

This is controlled by the Configuration Download Service (LnlConfigDownloadService.exe). This service will check the database every 60 seconds. This value could be change in the ACS.INI.

To change this value, add the following lines to the ACS.INI file:

[ConfigDownloadService]
LoopDelay = Value_in_miliseconds

For example, to change the value to 30 seconds, add:

[ConfigDownloadService]
LoopDelay = 30000

Applies To

Browser-Based Applications

Additional Information