

NGP Panel kills connection to LNL panels.

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Symptom

When you add an NGP panel to your system and have the communication server running on a VM image, you can cause the LNL panels to drop offline and the communication service may crash.

Resolution

Add the following line to the ACS.INI, and restart rhw Communication Server and Alarm Monitoring.

```
[CommunicationServer]  
ComPortThreadLoopDelay=5
```

Applies To

OnGuard 2010 (6.4.500 TU)

Additional Information

This setting will automatically apply upon installation of OnGuard 6.4.500 Hot Fix 2.
