

Global I/O's have stopped working but no Alarm comes in to Alarm Monitoring

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Symptom

Global I/O's have stopped firing but a 'Global Linkage Action Failed' alarm does not show up in Alarm Monitoring. The Global I/O's can be started up again by simply restarting the Communication Server.

If you see this occurring but also observe the following logs

In Windows Event Viewer, the system logs shows the following error:

Log Name: System

Source: Microsoft-Windows-Kernel-General

Date:

Event ID: 1

Task Category: None

Level: Information

Keywords: Time

User: LOCAL SERVICE

Computer: Hostname

Description:

The system time has changed to ?2013?-?01?-?23T21:39:46.857000000Z from ?2013?-?01?-?23T21:39:46.857847700Z.

In the LenelError log you may find this entry:

TIME: [x/xx/2013 12:21:38 PM]

SEVERITY: Error

ERROR CODE: 0x20010001

PROGRAM: LSLServer

FILE: ACSEVPRT.CPP (LINE 1410)

DETAILS: Internal logic error.: Timeout hit for no data over socket from Communication Server "SERVERNAME". There have been 1 such errors since the last log entry

Resolution

This resolution was found on a Virtual Server VMWare ESXi in the VMWare tools there was a setting for "time sync", deselect this option

Applies To

OnGuard (All versions)

Additional Information
