

Trouble reporting NGP alarms to HSC-IP receiver

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Symptom

Alarms that are generated on the NGP panel are not transmitted to the HSC-IP Central Station receiver.

Resolution

Ensure that Port 443 is open and is not blocked (this may require contacting the IT department). If the port is currently open, try to determine if Port 443 was ever blocked and then re-opened. If this is true, reset the NGP panel by removing power from the panel and then restoring power.

It is recommended to leave Port 443 open since this is standardized TCP networking port.

Applies To

OnGuard (All versions)

NGP

Additional Information
