NGP PANELS KEEP GOING OFFLINE AND ONLINE

Last Modified on 01/10/2022 4:12 pm EST

Symptom

NGP PANELS KEEP FLUCTUATING ON AND OFFLINE

Resolution

GO INTO THE ACS.INI FILE ON THE MACHINE RUNNING THE LS COMMUNICATION SERVER AND CHANGE THESE SETTINGS
IN THE SERVICE SECTION CHANGE MAXPANELSPERTHREAD FROM 8 TO 1
[Service]
MaxPanelsPerThread=1

ADD AN NGP SECTION WITH THE FOLLOWING LINES

[NGP] DefaultReadTimeout=120
ForceFirmwareDownload=1
FWDownloadReadTimeout=90 PollPanelDelay=100
DefaultReadTimeout=90

SAVE YOUR ACS.INI FILE IN DIRECTORY C:\WINDOWS
RESTART THE COMMUNICATION SERVER AND REBOOT THE PANEL

Applies To

OnGuard (All versions)

Additional Information