

How to Monitor Communication Deadlocks

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Symptom

A panel is online, but it is not polling any events. It is possible that the COM port is deadlocked.

Resolution

To resolve this issue:

1. Stop the Communication Server.
2. Add the following settings to the ACS.INI under the [CommunicationServer] section:
 - `MonitorComPortThreads=1`
 - `DeadlockDetectionThreshold=120`
3. Restart the Comm Server.

The DeadlockDetectionThreshold value above indicates the amount of time (in seconds) that must elapse without receiving an update from a Com Port Thread before the COM port is declared to be deadlocked.

If the COM port is deadlocked, the following alarms may appear:

- **Communication Thread Blocked:** When communication to the panel is blocked and no events are reported to Alarm Monitoring or logged in the database.
- **Communication Thread Active:** When normal communication resumes.

Right-click on the alarms for additional information about the failure.

Applies To

OnGuard (All versions)

Additional Information
