

Alarm Events do not appear in Alarm Monitoring after Comm Server has been restarted

Last Modified on 01/11/2022 8:47 am EST

Symptom

Events that occurred at the panel during a Communication Server outage do not populate the Main Alarm Monitor window in the Alarm Monitoring application.

Resolution

This behavior is normal.

When the Communication Server service is restored, it will retrieve the buffered events from the panel and attempt to deliver them to Alarm Monitoring stations. However, due to timing of connections between Alarm Monitoring stations and the Communication Server, there is no guarantee that these alarms will appear in the Main Alarm Monitor window of the Alarm Monitoring application.

These alarms will, however, be saved in the database, and performing a Historical Trace on a particular panel should show all of the events that occurred at the panel during the Communication Server outage.

Applies To

OnGuard (All versions)

Additional Information
