

Linkage Server status may not be properly detected in Scheduler screen in System Administration from OnGuard client computer

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Symptom

On an OnGuard client computer, in the Scheduler screen in System Administration, the service status of the Linkage Server may not be properly detected. For example, it may display as Not running when it is actually running, or vice versa.

This scenario is more likely to occur when there is network latency (100ms or more) between the OnGuard client computer and the OnGuard server.

Resolution

One possible resolution for this issue is to add the hostname of the computer running the Linkage Server as an entry in the **hosts** file on the OnGuard client computer.

The hosts file is located at **%WINDIR%\system32\drivers\etc\hosts**.

The entry should look like the following, where 123.123.123.123 is the IP address of the computer running the Linkage Server, and linkage_server_hostname is the actual hostname of the computer running the Linkage Server (this is also listed in the **Linkage server host** field in the System Options screen in System Administration).

```
123.123.123.123 linkage_server_hostname
```

Note that the hostname is NOT the fully qualified domain name (FQDN) of this computer.

Applies To

OnGuard (All versions)

Additional Information

Network latency between OnGuard client computers and the OnGuard server can affect Scheduler and bulk access level operations from those OnGuard client computers. When this happens, the Windows operating system may not properly resolve the server hostname.

Resolution is much faster when the server hostname is added to the **hosts** file, since Windows checks this file first during hostname resolution.

