

# Using Selective Cardholder download on certain systems can slow down the panel download to over 20 minutes

Last Modified on 01/11/2022 3:57 pm EST

## Symptom

Using Selective Cardholder download on certain systems can slow down the panel download to more than 20 minutes.

## Resolution

The systems with this symptom usually have a large number of cardholders, with many access levels in common.

Enable in the ACS.INI to acquire the log. In the sample below, notice the time gap between starting the cardholder download and the BulkAddBadge:

```
[CommunicationServer]
```

```
ConcurrentDownloadsLimit=6
```

```
DBDownloadDebugFile=1
```

```
[04/16/2018 15:13:58] CDatabaseThread::DownloadTimezones: timezone 65736
```

```
[04/16/2018 15:13:58] CDatabaseThread::DownloadElevatorAccessLevels
```

```
[04/16/2018 15:13:58] CDatabaseThread::FillElevatorAccessLevel (AccessLevel 1)
```

```
[04/16/2018 15:13:58] CDatabaseThread::FillElevatorAccessLevel (AccessLevel 2)
```

```
[04/16/2018 15:13:58] CDatabaseThread::DownloadAccessLevels
```

```
[04/16/2018 15:13:58] 15:13 04-16-2018 Starting Access Level Download
```

```
[04/16/2018 15:14:12] 15:14:12 04-16-2018 Ending Access Level Download for 2686 Access Levels, Elapsed Time 00 hours, 00 minutes, and 14 seconds.
```

```
[04/16/2018 15:14:12] CDatabaseThread::DownloadExtendedOptions
```

[04/16/2018 15:14:12] CDatabaseThread::DownloadExtendedOptions

[04/16/2018 15:14:12] CDatabaseThread::DownloadAreas

[04/16/2018 15:14:12] CDatabaseThread::DownloadCardholders

[04/16/2018 15:14:12] Performing a selective download for panel 937

[04/16/2018 15:14:15] 15:14 04-16-2018 Starting Cardholder Download

[04/16/2018 15:32:29] CDatabaseThread::DownloadCardholders BulkAddBadge (Number of Badges 41, First Cardnumber 155520140211)

[04/16/2018 15:35:46] CDatabaseThread::DownloadCardholders BulkAddBadge (Number of Badges 18, First Cardnumber 155328165035)

[04/16/2018 15:35:46] 15:35:46 04-16-2018 Ending Cardholder Download for 59 Cards, Elapsed Time 00 hours, 21 minutes, and 31 seconds.

Add the following line and comment out the debug:

```
[CommunicationServer]
//DBDownloadDebugFile=1
UseSmartSelectiveDownload=0
```

## Applies To

OnGuard 7.0 to 7.4

## Additional Information

---