"Events Polling Stopped" errors appear in logs

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Symptom

"Events Polling Stopped" errors appear in logs

Resolution

These tips identify potential root causes behind this error, and can help Technical Support troubleshoot and collect logs in case of an EE submission:

- If you see the "Event Polling" alarm, this means you have a database issue. Check database connections and configurations, and collect appropriate log files.
- If you see "Event Polling Stopped" as a status message in the Hardware Tree and there is **not** an "Event Polling Stopped" alarm message related to this access controller, then the issue is related to the Communication Server. Collect the appropriate log files.

Applies To

All OnGuard versions

Additional Information

The Communication Server cannot write to the Events table in the database. When this occurs, the Communication Server issues a command to the access controller telling it to stop sending events until it can offload the event queue into the Events table in the database.

The following are other factors resulting in these errors:

- The customer is using SQL Express and it has a hard database size limit of 10 GB. Once that size limit is reached, the system can no longer write to the database.
- The hard drive is full and no more data can be written to the database.
- With OnGuard 7.3, the Communication Server is unresponsive due to an issue with temporary access levels causing it to slow down (fixed in later OnGuard versions).
- The Events table is locked. It could be a process or query that is causing SQL to slow down and become unresponsive.