# Access panels go offline randomly or Comm Server shows growing memory utilization (EE 9952)

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Symptom

Access panels show offline randomly or show red "X", or Communication Server shows growing memory utilization at initialization. Applies to very large customer systems hosting a large number of panels and peripherals, or using a large number of third-party integrated access controllers using associated text in their events.

Resolution

Add these new values in the **acs.ini** file to resolve the issue:

```
[CommunicationServer]
MessagePipeMonitorIntervalMilliseconds=20000
EnableMessagePipeMonitorThreshold=300000
CriticalMessagePipeThreshold=440000
AllPanelsStopPollingThreshold=600000
```

If necessary, you can increase the **MessagePipeMonitorIntervalMilliseconds** value up to four times (20,000 x 4 = 80,000) for more improvements.

Applies To

OnGuard 7.6

OnGuard 7.6 Update 1

Onguard 7.5 Update 3

Additional Information

None