

Alarm Handling Error

01/10/2024 12:22 pm EST

Description of the issue:

Operator cannot close an alarm even though the restore has been received.

Operators get the following error message:



Failed to close Alarm: The zone must be restored before the alarm can be closed.

Steps to resolve:

1. Verify that the restore signal for this alarm has been received.
2. Go to Customer Maintenance/Zone Status.
3. Click Edit. Click on the Alarm Event that cannot be closed.
4. Press the delete key on your keyboard.
5. Answer 'yes' to the pop-up message to delete the alarm from zone status and click save.
6. Operator can go back into the alarm screen and close the alarm.

Follow up:

Check the programming for this alarm and the restore required command. The assigned restore event code may be different than what was actually received from the customer panel. If it is, change it to the correct event code.