



Integra has lost connection to panels when in direct connect mode

Troubleshooting guide

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Prerequisites

To see if this applies to your system:

1. Open Integra32 software
2. Expand Networks
3. Right click on Network 1 and click Properties
4. Click on the Comms tab
5. If the Port Type is Direct Network, this document applies to your system

Solution

1. Open the Windows Device Manager
 - a. Click the Start button
 - b. Type in devmgmt.msc
 - c. Press Enter
2. Expand Ports (COM & LPT)
3. Find the Communications Port and notate the COM number in use (e.g. COM3)
4. Close Device Manager
5. Open Integra32 software
6. Expand Networks
7. Right click on Network 1 and click Properties
8. Click on the Comms tab
9. In the Comm Port drop down, choose the COM port that was notated from step 3
10. Click OK
11. Click the Panels icon on the main window
12. If the panel(s) are showing Online, the system is fixed. You may need to press the Refresh icon to update the status of the Panels.
13. If the panels are still showing offline, there may be a problem with the serial cable plugged in the back of the computer. There may also be a USB to serial adapter that needs to be unplugged and plugged back in. If you do this, go back to step 1 as the COM number may have changed.
14. If all these steps, fail call TEC for a service ticket.