

MD-N32 (V.1.2.4)

AC-225IP/B AC-215IP/B AC-425IP/B lost communication

Technical Note

23/05/2019

1. Summary

Recently a few cases have been reported that Access control IP panels provided with MD-N32 version 1.2.4 not restoring communication with AxTraxNG server when communication with AxTraxNG server is lost till a control panel power reset.

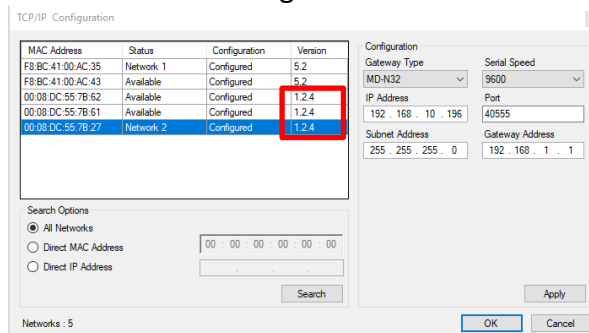
This technical note allows you to resolve this issue.

2. The Solution

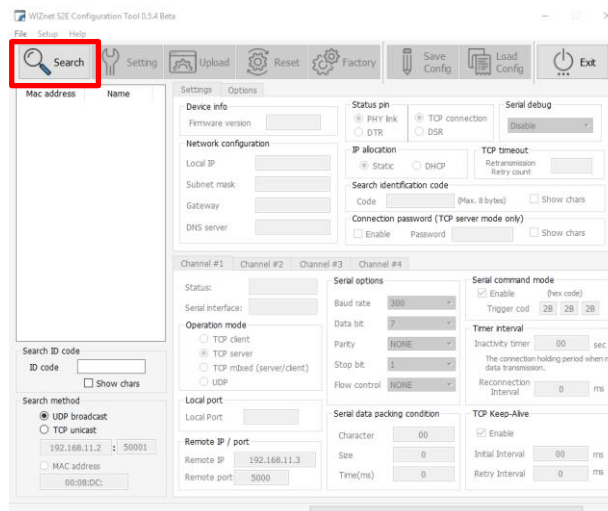
Updating One Configuration value of the MD-N32 using external tool

3. How to Apply the Fix

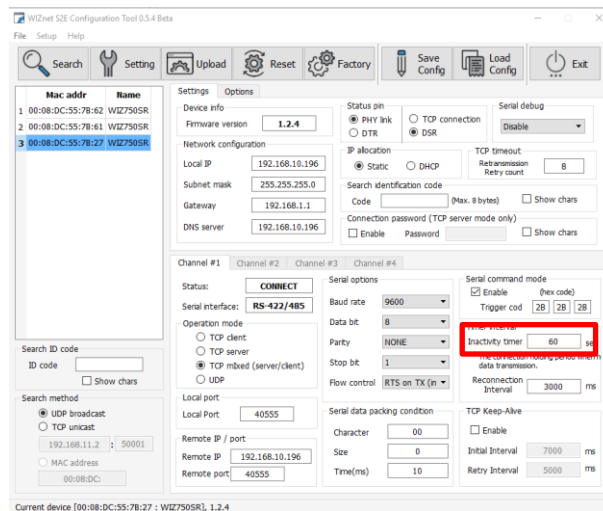
1. Verify that the MD-N32 version is 1.2.4 using the AxTraxNG network configuration method:



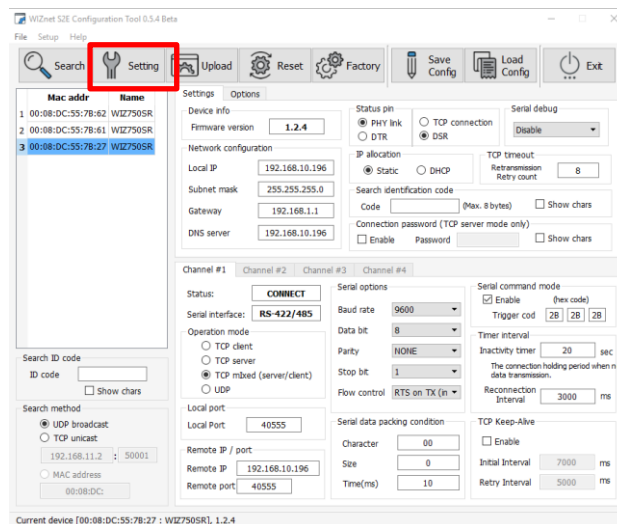
2. Download the WIZnet S2E configuration tool from [HERE](#).
3. Run the WIZnet S2E configuration tool and Click search button:



- Identify the MD-N32 unit using the panel MAC address from the list and set the “Inactivity timer” to 60 sec:



- Click the Setting button to save the configuration to the MD-N32:



- Now this issue resolved.
- If from any reason you have set the MD-N32 configuration from AxTraxNG, please repeat those steps.

Product

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SECURITY PRODUCTS

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Document Type

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