Custom EOL resistance tables stop working after OnGuard upgrade

Last Modified on 09/17/2024 6:01 pm EDT

Symptom

After performing an upgrade from any version of OnGuard prior to 5.12.110, you may see a status of FAULT in Alarm Monitoring, and supervision may not work properly.

Resolution

To resolve this issue, complete the following steps in System Administration:

1) Open the EOL Tables window by selecting **EOL Resistor Configuration** from the **Access Control** menu.
2) If you are using a table type of Basic Custom, ensure there are at least 10 ohms between the low range and high range.
3) If you are using a table type of Advanced Custom, ensure there are at least 10 ohms between the low range and high range of any entries with a status of "Foreign."
4) Click [OK] to save any changes.

After these changes are completed, the FAULT should no longer occur, and supervision should work properly.

Applies To

OnGuard (All Versions)

Additional Information

None