"Reader Offline" and Yellow X Indicated on Readers After OnGuard Upgrade

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Symptom

After upgrading to OnGuard version 6.0.148 or later, some readers are marked with a yellow X and indicate a status of "reader offline" in Alarm Monitoring. These readers were functioning properly before the upgrade.

Resolution

First, check the compatibility chart for Lenel access control hardware to ensure firmware for all of the hardware is up to date for the new version of OnGuard.

If the firmware is up to date, and the readers are still marked with a yellow X, then change the feature capacity level for the access panel to which the reader is connected.

Follow the steps below to make this change.

1) In System Administration, from the **Administration** menu, select **Access Panels**.

2) Locate the access panel that the reader (with the offline status) is connected to.

3) On the **Options** tab, select **Modify**.

4) Increase the **Feature capacity level** value from **3 (Normal)** to **4 (High)**.

5) Click **OK** to save the change. Note that this will automatically perform a database download to the access panel that was modified.

At this point, the readers may no longer be marked with the yellow X. If it is not resolved, log out of Alarm Monitoring and then log back in. If the yellow X persists, contact Lenel Technical Support as further troubleshooting may needed to resolve the issue.

Applies To

OnGuard 2008 Plus (6.1.222)
OnGuard 2008 (6.0.148)

Additional Information

Refer to Partner.lenel.com for the Lenel access control hardware compatibility chart referenced in this article.