

# OnGuard clients having issues connecting to OnGuard servers running Windows Vista or Windows Server 2008

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## Symptom

OnGuard clients may experience issues when connecting to OnGuard servers

In particular, client applications like Alarm Monitoring may raise errors trying to connect.

## Resolution

To resolve the issue, additional TCP ports may need to be opened on the OnGuard server. During installation, the Lenel Security Utility may not have opened all the necessary ports for OnGuard clients to connect successfully.

For the TCP ports that must be open and available for OnGuard, refer to the Ports Used by OnGuard chapter in the Advanced Installation Topics document.

In particular, ensure TCP ports 4001 and 4004 are open on the OnGuard server for Alarm Monitoring clients to connect successfully.

## Applies To

OnGuard (All Versions)

## Additional Information

None

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