How to resolve "Firmware Revision: Unknown" status for LNL-2220 or LNL-3300 access panels in Alarm Monitoring

Last Modified on 06/04/2025 11:22 am EDT

How to resolve "Firmware Revision: Unknown" status for LNL-2220 or LNL-3300 access panels in Alarm Monitoring

Procedure Steps

For all Lenel access panels, if a previously offline panel is then marked online, all pending events and transactions are retrieved by the Communication Server prior to the firmware status information being reported in Alarm Monitoring. If the panel was offline for an extended period, the number of pending events and transactions might be large, requiring an extended period of time to process.

The first step to take is to wait until these events are processed and all alarms are reported in Alarm Monitoring. Then verify whether the correct firmware revision is displayed.

If this does not resolve the issue, and the affected panels are LNL-2220s or LNL-3300s, follow the steps below:

1. Access the Web configuration page for the access panel, and log in using a valid username and password.
2. Click the **Host Comm** link.
3. If there is no secondary/failover connection to the access panel, in the **Alternate Host Port** section, ensure the **Connection Type:** dropdown is set to **Disabled**. Proceed to step 4.
   If there is a secondary/failover connection to the access panel, in the **Alternate Host Port** section, ensure the **Connection Type:** dropdown is set to either **Serial-RS232** or **Serial-Modem**.
4. If a change was made, click [Accept].
5. Click the **Apply Settings** link.
6. Click [Apply Settings, Reboot].

After rebooting, the panel should display the correct firmware revision.

If none of these steps resolve the issue, contact Lenel Technical Support for further assistance.

Applies To

OnGuard (All versions)

Additional Information

None