Downloading firmware to LNL-500, LNL-1000, or LNL-2000 access panel might prevent future firmware updates

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Symptom

Knowledge Base article 1603 describes an issue where downloading firmware revision 3.091 or earlier to a recent-production LNL-500, LNL-1000, or LNL-2000 access panel might prevent future firmware updates to that panel.

Specific serial number ranges of affected access panels were included in that article.

Recently, Lenel has encountered access panels outside the previously-documented serial number ranges experiencing this problem.

Resolution

To resolve this issue, replace the flash chip on the access panel.

The following information helps identify if a flash chip might have this problem:

- On the flash chip itself, a sticker indicates the firmware version shipped with the board. Remove the sticker and read the type of flash chip. If it is an **SST 39SF020** chip, it might have this problem.
- Another way to tell is by looking at the **ScpDebug.txt** file that was captured during communications with the access panel. Below is a sample entry in the flash ID details (identified by **StructId-20** in the entry):

  33051 StructId-20, nRecords=49078, nRecSize=128, nActive=131072 (0x0, 0x13F83C, 0x13F62C)

The **nRecords=49078** field in this entry indicates that the flash chip is an SST 39SF020, and this chip might have the problem described in this article.

Applies To

OnGuard (All versions)
LNL-500, LNL-1000, LNL-2000 access panels

Additional Information

None