

NGP panel gives you the event "Panel License Incorrect" in the main alarm monitoring window.

Last Modified on 12/28/2021 10:44 am EST

Symptom

The NGP panel gives you the event "Panel License Incorrect" in the main alarm monitoring window.

Resolution

The MAC address of the license file loaded on the panel is not Correct. Replace the license with the correct MAC address. You can confirm the MAC address in the panel Diagnostics.cgi page.

Applies To

OnGuard 2010 Technology Update (6.4.500 TU)

Additional Information
