

# Driver error when downloading panel to XPP for Onity Offline Locks

Last Modified on 01/14/2022 11:40 am EST

## Symptom

When attempting to download to the XPP portable programmer for Onity Offline Locks, you receive a "Driver Error in Panel Download" alarm

## Resolution

Erase the memory on the XPP to resolve this issue.

1. Hold down the Exit button.
2. Scroll down to Erase Memory Option.
3. Press Enter to erase the memory.
4. Start the Download operation to the XPP again from OnGuard.

## Applies To

OnGuard (All versions)

## Additional Information

---