

# Inputs triggered on the LNL-1340-M2K are not seen in OnGuard

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## Symptom

Inputs triggered on LNL-1340-M2K are not seen in OnGuard.

## Resolution

Check the firmware revision of the LNL-1340-M2K. In Alarm Monitoring, select **Options > Display Device Firmware Revisions**. If Alarm Monitoring indicates the device does not have the current firmware revision, right-click the LNL-1340-M2K and download the firmware. When the LNL-1340-M2K comes back online with current firmware, test the inputs again.

**Note:** The Lenel Access Control Hardware Compatibility Chart also identifies the supported firmware revisions for each compatible version of OnGuard.

## Applies To

Lnl-1340-M2K  
OnGuard 7.2 or Newer

## Additional Information

None

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