

# Unable to load all alarms from the temporary file that was created on a previous exit of the application

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## Symptom

When launching Alarm Monitoring, you receive an error message stating:

*Unable to load all alarms from temporary file that was created on previous exit of the application.*

*This temporary file is only created if 'Save Alarms on Exit' is enabled and the application can't reach the database during shutdown. The temporary file may have been corrupted.*

*Only 435 of 9553 alarms could be restored.*

This is due to a file being generated called emergency.sav, and OnGuard cannot load that file.

## Resolution

To stop the error:

1. Close Alarm Monitoring.
2. Navigate to (assuming default installation directory) **C:\Program Files (x86)\OnGuard\emergency.save**, or navigate to **C:\user\AppData\local**.
3. Delete the file.
4. Re-launch Alarm Monitoring.

## Applies To

OnGuard

## Additional Information

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