When encryption is enabled, LNL-4420 with firmware greater than 1.229 goes offline

Symptom

An LNL-4420 with firmware revision later than 1.229 goes offline when AES encryption is enabled on device. The device will periodically reconnect and then go offline again immediately.

Resolution

If OnGuard is not at version 7.3 Update 4+ or version 7.4 and later, AES encryption will not work for LNL-4420 firmware version 1.229 and later.

Applies To

OnGuard versions 7.3.345.683 (update 4) and earlier.

Additional Information