

After initiating a firmware download to a downstream device, the device does not update its firmware

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Symptom

When attempting to download firmware to downstream devices such as an LNL-1320, the download is initiated, but the device does not update to the latest firmware revision available.

Resolution

1. Launch an access panel's web configuration page: Navigate to the panel's IP address in a browser or open **System Administration > Access Control**, and then select your access panel. Click **Configuration Web Page** under the **Location** tab.
2. Once logged in, click on **Host Comm** on the left hand side to open the Host Communication page.
3. Look for the **Data Security** drop-down menu and set it to **NONE**.
4. Click [Accept].
5. Click **Apply Settings** on the left side to save your changes.

Once the panel is fully online, re-attempt to download firmware to the downstream device.

Applies To

OnGuard 7.2 and later

Additional Information

Note: This issue is observed on the X Series panels due to them defaulting the Data Security drop down menu to **TLS if Available**. This issue is not observed on legacy panels.