



ALARM LOCK

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Note: Technical Service is for security professionals only

ALARM LOCK Tech Support

TECH TIP



Date: Thursday, June 04, 2015

Subject: Lenel's OnGuard 7.0 Open Security Platform

Models: All Lenel-Compatible Hardware

As with most upgrades, the potential for data loss always exists. We therefore strongly recommend that prior to upgrading your Lenel OnGuard software, you always back up the following configuration file:

NapcoConfig.xml

Its default location is: **C:\Program Files (x86)\OnGuard\NapcoConfig.xml**

The importance of backing up this **NapcoConfig.xml** configuration file cannot be overstated, as this file will be deleted, along with all wireless Gateway settings, when an upgrade is performed. It will therefore become necessary to reset all devices to their default settings, delete the devices within the OnGuard software, and re-enroll all devices into OnGuard again.