

ACTi1231 Alarm monitoring displays Communication Access Denied

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Symptom

In Alarm Monitoring, user gets **Communication Access Denied** error.

Resolution

Verify that the add-on is installed correctly on LNVR and OnGuard Server.

If the error continues, check the firmware version on the cameras.

If the cameras have firmware version A1D-220-V3.13.16, this version is not supported for the OnGuard Version 6.4.500 Hot Fix 2.4. You must download firmware 3.12.15 from:

<http://actiftp.hosting4less.com/ACTIGENERAL/Firmware&Manual/ACM-123X/V3.12.15-AC/>

Applies To

OnGuard (All versions)

Additional Information
