

# Cannot download firmware in Alarm Monitoring on computer with VLC media player installed

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## Symptom

When attempting to download firmware to an access panel in Alarm Monitoring, on a computer with VLC media player installed, the firmware download may not work.

## Resolution

This issue can be resolved by uninstalling VLC media player. After this, attempts to download firmware to access panels will be successful.

## Applies To

OnGuard (All versions)

## Additional Information

When VLC media player is installed, movie files with extension .bin may be associated with it. Since Lenel firmware files also have extension .bin, OnGuard may have difficulty recognizing the file as firmware due to the VLC association.

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