Unable to load all alarms from the temporary file that was created on a previous exit of the application

Symptom

When launching Alarm Monitoring, you receive an error message stating:

Unable to load all alarms from temporary file that was created on previous exit of the application.

This temporary file is only created if 'Save Alarms on Exit' is enabled and the application can't reach the database during shutdown. The temporary file may have been corrupted.

Only 435 of 9553 alarms could be restored.

This is due to a file being generated called emergncy.sav, and OnGuard cannot load that file.

Resolution

To stop the error:
1. Close Alarm Monitoring.
2. Navigate to (assuming default installation directory) **C:\Program Files (x86)\OnGuard\emergncy.save**, or navigate to **C:\user\appdata\local**.
3. Delete the file.
4. Re-launch Alarm Monitoring.

Applies To

OnGuard

Additional Information