

LNL-2210/2220/3300 are offline after downgrading firmware from 1.173 to 1.143

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Symptom

After downgrading LNL-2210, LNL-2220, or LNL-3300 firmware from 1.173 to 1.143, the panel does not come online.

Resolution

If the panel does not come online after downgrading the firmware, take the following steps:

1. Remove power from the ISC. Wait 30 seconds. Connect the power.
2. If the panel does not come online, perform a factory reset on the ISC (see below).

Use the following steps to perform a factory reset on the ISC:

NOTE: Performing a factory reset erases any configured IP address, user names, and passwords.

1. Power off the ISC.
2. Set DIP Switches SW1 and SW2 to ON.
3. Set DIP Switches SW3 and SW4 to OFF.
4. Apply power to the board.
5. While LEDs D1, D2 and D3, D4 light up as alternating pairs (duration of about 10 seconds), set SW1 to OFF.

While the memory is being cleared, LED D2 blinks quickly or remains on. Do nothing to the board while this is occurring. When it is completed, LEDs D1 and D4 flash for 10 seconds after the memory is erased, then the board reboots.

NOTE: After power up or reboot, the board does not respond to web communication requests for approximately 15 seconds.

6. After the board reboots, make sure SW2 is ON and log into board using default IP address 192.168.0.251.

The network interface of the PC must be on this subnet and directly connected to the ISC.

7. At the login screen, turn SW2 OFF and turn SW1 ON to enable the default login.
8. Reconfigure the board with desired settings.
9. Click **Apply Settings** and then click **Reboot**.
10. Connect the ISC to the network.

Applies To

OnGuard (All versions)

Additional Information
