

# When encryption is enabled, LNL-4420 with firmware greater than 1.229 goes offline

Last Modified on 10/06/2022 4:15 am EDT

## Symptom

An LNL-4420 with firmware revision later than 1.229 goes offline when AES encryption is enabled on device. The device will periodically reconnect and then go offline again immediately.

## Resolution

If OnGuard is not at version 7.3 Update 4+ or version 7.4 and later, AES encryption will not work for LNL-4420 firmware version 1.229 and later.

## Applies To

OnGuard versions 7.3.345.683 (update 4) and earlier.

## Additional Information

---