

# How do I upgrade firmware on an NGP?

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

## Question

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## Answer

1) Copy the new firmware file (which will always be named **NGP.bin**) to the **%SystemDrive%\Program Files\OnGuard** folder on the computer running the Communication Server.

2) In Alarm Monitoring, in the **System Status Tree** window, right-click on the NGP, then select **Download Firmware**. The firmware download process will update only those firmware components that have newer versions than the installed firmware components.

After a successful download, the new firmware version will be displayed in the System Status Tree in Alarm Monitoring.

## Applies To

OnGuard 2010 (6.4)

NGP

## Additional Information

The firmware file includes the following firmware components:

- Bootloader
- Linux kernel
- Root file system
- Main application logic
- I/O module firmware

If the firmware download fails, there is a mode to force the firmware download to the panel. In this mode, all firmware components are downloaded to the panel. To enable this mode, follow the steps below.

1) Add the following entry to the **ACS.INI** file on the computer running the Communication Server:

```
[SP14]
FirmwareDownloadOnlyMode=1
ForceFirmwareDownload=1
```

If the [SP14] section does not exist in the **ACS.INI** file, add both lines. If it does exist, add only the second line immediately underneath the [SP14] section.

2) Save and close the file.

3) Restart the **LS Communication Server** service.

4) Once the firmware download completes, stop the **LS Communication Server**, delete the lines you added in step 1 and restart the **LS Communication Server**

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