

NGP areas account number is grayed out

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Symptom

Unable to add an account number to an area for an NGP panel. The Account Number field is grayed out.

Resolution

The area account number can only be used on areas that are not DEFAULT AREAS. So only areas added above the default area allow the addition of an account number for reporting. The default area always uses the panel's account number.

Applies To

OnGuard (All versions)

Additional Information
