

Video window will not open upon launch on an OnGuard laptop client

Last Modified on 10/06/2022 4:19 am EDT

Symptom

Video window will not open upon launch in either Alarm Monitoring or VideoViewer.

OnGuard applications may close slowly or may not close at all.

Resolution

COM port architecture is composed differently within laptop hardware than that of a desktop. OnGuard is having difficulty accessing and communicating to an open COM port on the PC due to the difference in structure.

The method needed to circumvent the issue is to delete the Panasonic USB driver from the OnGuard input device directory. After performing this process OnGuard will react and perform normally in a laptop installation. To do this:

- 1) Close all OnGuard applications and stop all OnGuard services.
- 2) Navigate to the following folder:
C:\Documents and Settings\All Users\Application Data\Lenel\LNVSuite\InputDevices
- 3) Rename file **LnrDevPanasonic.dll** to **LnrDevPanasonic.RENAMED**.
- 4) Restart all OnGuard services.

Applies To

OnGuard 2008 Plus (6.1.222) or later

Additional Information

None

