

Alarm notifications not working after upgrade of OnGuard Enterprise system

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Symptom

After upgrading an OnGuard version 5.12.110 or earlier Enterprise system to version 6.0.148 or later, you may notice that alarm notifications are no longer working.

This applies to alarms whose notifications were already set prior to the upgrade. Alarms whose notifications are set after the upgrade work normally.

If the OnGuard software is upgraded to version 6.3.249 Hot Fix 1, this issue will not exist.

Resolution

To resolve the issue, the notification setting for the alarms must be reapplied using the following steps:

- 1) Start System Administration.
- 2) From the **Monitoring** menu, select **Alarms**. The Alarm Configuration form opens.
- 3) Select an alarm whose notifications are not working, and then click [Modify].
- 4) Clear and then reselect the **Visual notification** check box, and then click [OK]. This will reset the Visual notification setting.

Applies To

OnGuard 2008 (6.0.148) or later

Additional Information

None
