

How to find information about LenelS2 OnGuard Products

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Procedure Steps

While the Knowledge Base is a great tool for finding solutions and processes not found anywhere else, it is important to know where this information can be found as in many cases this information is spread over different formats. To help you find the information that you are looking for, we have created this guide to make your searches more effective.

Note: The LenelS2 Connect™ portal at connect.lenels2.com requires a login to access.

Log into the LenelS2 Connect™ Portal

1. Navigate to the LenelS2 Connect portal at connect.lenels2.com.
2. Enter your **Username** and **Password**, and then select **Sign In**.

The screenshot displays the LenelS2 Connect login interface. The left sidebar contains three main tiles: 'Validate Technician Certification' (with a person icon and a checkmark), 'View Microsoft Security Updates' (with a document icon), and 'Check Knowledge Base' (with a book icon). The right side features the login form with fields for 'Username' and 'Password', a 'Remember me' checkbox, and a 'Sign In' button. There are also links for 'Forgot Username?' and 'Forgot Password?'. A 'Register for LenelS2 Connect' button is located below the login form. A note at the bottom right states: 'Remember: If you already have an account (or are not sure) you can look-up your username and/or reset your password via the forgot password form.'

Your LenelS2 Connect Dashboard page displays.

Access Support Materials for the OnGuard Ecosystem

1. Log into the LenelS2 Connect portal at connect.lenels2.com.
2. Select the tile for the support material type you wish to view.

The screenshot shows two support material tiles. The first tile is 'Downloads' with a download icon and the text 'Access product and documentation downloadable content'. The second tile is 'Communications' with a speech bubble icon and the text 'News, Memos, Product Updates'. Both tiles have a right arrow indicating further options.

Common support options include:

- Downloads
 - Compatibility Charts
 - Compatibility (for cameras; available only when "LenelS2 NVR" is selected as the product or service)
 - Firmware (available only when "LenelS2 Hardware" is selected as the product or service)
 - Specifications
 - Training
 - User Guides
- Communications
 - Product Memos

OnGuard Ecosystem Support Material Locations

Camera compatibility

1. Log into the LenelS2 Connect portal at connect.lenels2.com.
2. Select the **Downloads** tile.
3. On the Downloads page:
 1. In the **Choose Product or Service** drop-down, select "LenelS2 NVR".
 2. In the **Choose Version** drop-down, select a version.
 3. In the **Choose Type of Download** drop-down, select "Compatibility".

connect.lenels2.com/s/downloads

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Resources > Downloads

Downloads

Choose Product or Service: LenelS2 NVR

Choose Version: Lenel NVR 7.8

Choose Type of Download: Compatibility

Search: Search Product, Version, Dev

	Name	Date Updated	File Size	Actions
All (2)				
Camera Capabilities (2)				
	LNVR 7.8 Camera Pack 2.0 Capabilities	2023-10-16	182 KB	Download
	LNVR 7.8 Camera Pack 3.0 Capabilities	2023-10-16	185 KB	Download

Compatibility charts

1. Log into the LenelS2 Connect portal at connect.lenels2.com.
2. Select the **Downloads** tile.
3. On the Downloads page:
 1. In the **Choose Product or Service** drop-down, select "OnGuard".
 2. In the **Choose Version** drop-down, select a version.

3. In the **Choose Type of Download** drop-down, select "Compatibility Charts".

Resources > Downloads

Downloads

Choose Product or Service: OnGuard

Choose Version: OnGuard 8.2

Choose Type of Download: Compatibility Charts

Search: Search Product, Version, Dow

	Name	Date Updated	File Size	Actions
All (1)	OnGuard Compatibility Guide	2023-10-16	763 KB	

Documentation (including release notes)

Product documentation is included in all installations of OnGuard, which you can search by going to **Start > All Programs > OnGuard > Documentation > Search All User Guides** .

Web site path:

1. Log into the LenelS2 Connect portal at connect.lenels2.com.
2. Select the **Downloads** tile.
3. On the Downloads page:
 1. In the **Choose Product or Service** drop-down, select "OnGuard".
 2. In the **Choose Version** drop-down, select a version.
 3. In the **Choose Type of Download** drop-down, select "User Guides".

connect.lenels2.com/s/downloads

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Resources > Downloads

Downloads

Choose Product or Service
OnGuard ▼

Choose Version
OnGuard 8.2 ▼

Choose Type of Download
User Guides ▼

Search
Search Product, Version, Down...

All (74)	Name	Date Updated	File Size	Actions
<div>Installation/Upgrade and Hardware Guides (12)</div> <div>Modules and Clients User Guides (9)</div> <div>OnGuard Application User Guides (24)</div> <div>Other User/Third Party Guides (15)</div> <div>Release Notes (14)</div>	<div>Installation/Upgrade and Hardware Guides</div> <div> ACU Series Hardware Installation Guide 2023-10-16 1 MB </div> <div> Advanced Installation Guide 2023-10-16 1.1 MB </div> <div> Alternative Reader Wiring Guide 2023-10-16 2.6 MB </div> <div> Enterprise Setup and Configuration 2023-10-16 1.6 MB </div> <div> Hardware Installation Guide 2023-10-16 4.5 MB </div>			

Firmware

1. Log into the LenelS2 Connect portal at connect.lenels2.com.

2. Select the **Downloads** tile.

3. On the Downloads page:

1. In the **Choose Product or Service** drop-down, select "LenelS2 Hardware".

2. In the **Choose Version** drop-down, select a version.

3. In the **Choose Type of Download** drop-down, select "Firmware".

connect.lenels2.com/s/downloads

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Resources > Downloads

Downloads

Choose Product or Service: LenelS2 Hardware ▾ Choose Type of Download: Firmware ▾ Search: Search Product, Version, Down

All (97)	Name	Date Updated	File Size	Actions
Add-On Auxiliary Module Firmware (8)	Add-On Auxiliary Module Firmware			
CASI OCF Migration Utility (1)	Accessory Add-On for Auxiliary Module Firmware z 4.0.0	2023-10-16	9 MB	Download
DirectDoor / PXNplus (5)	Accessory Add-On for Auxiliary Module Firmware y 4.0.1	2023-10-16	9 MB	Download
Honeywell Equipment Firmware Add-On (6)				

OAAP Interface Guides

1. Log into the LenelS2 Connect portal at connect.lenels2.com.
2. Select the **Downloads** tile.
3. On the Downloads page:
 1. In the **Choose product or service** drop-down, select "OAAP Interface Guides".
 2. In the **Choose type of download** drop-down, select the partner product.

For more information on specific integration procedures, certified LenelS2 technicians may call the Technical Support lines to obtain additional OAAP documentation.

connect.lenels2.com/s/downloads

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Resources > Downloads

Downloads

Choose Product or Service: OAAP Interface Guides ▾ Choose Type of Download: MileStone ▾ Search: Search Product, Version, Down

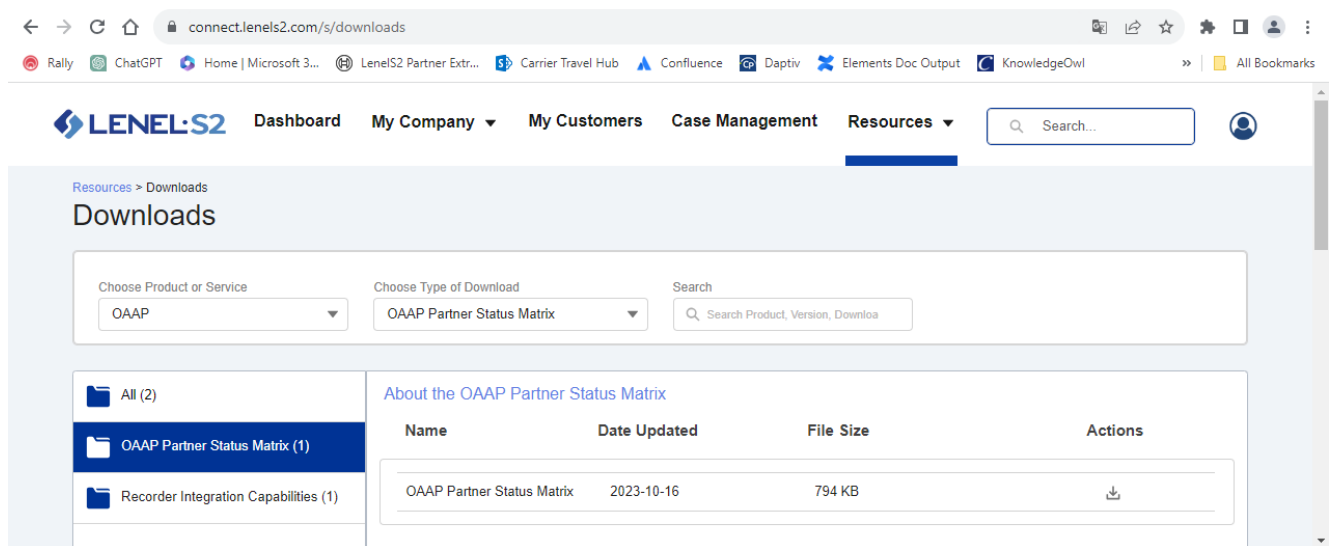
All (16)	Name	Date Updated	File Size	Actions
null (16)	null			
	Milestone XProtect Access OG70-73	2023-10-16		Download
	Milestone XProtect Corporate OG71-73 Rev1	2023-10-16		Download
	Milestone XProtect Professional+ Express+	2023-10-16		Download

OAAP Partner Status

OAAP information, including the Partner Center Matrix and a full list of Recorder Integration Capabilities, is available in the LenelS2 Partner portal.

1. Log into the LenelS2 Connect portal at connect.lenels2.com.
2. Select the **Downloads** tile.
3. On the Downloads page:
 1. In the **Choose product or service** drop-down, select "OAAP".
 2. In the **Choose version** drop-down, select a version.
 3. In the **Choose type of download** drop-down, select "OAAP Partner Status Matrix".

For more information on specific integration procedures, certified LenelS2 technicians may call the Technical Support lines to obtain additional OAAP documentation.



The screenshot displays the 'Downloads' section of the LenelS2 Connect portal. The breadcrumb trail is 'Resources > Downloads'. The main heading is 'Downloads'. Below this, there are three filters: 'Choose Product or Service' (set to 'OAAP'), 'Choose Type of Download' (set to 'OAAP Partner Status Matrix'), and a search bar. A table titled 'About the OAAP Partner Status Matrix' lists the available download. The table has columns for Name, Date Updated, File Size, and Actions. The table contains one entry: 'OAAP Partner Status Matrix' with a date of '2023-10-16' and a size of '794 KB'. A download icon is visible in the Actions column. On the left sidebar, there is a list of download categories: 'All (2)', 'OAAP Partner Status Matrix (1)' (which is highlighted), and 'Recorder Integration Capabilities (1)'.

Name	Date Updated	File Size	Actions
OAAP Partner Status Matrix	2023-10-16	794 KB	Download

Product Memos

1. Log into the LenelS2 Connect portal at connect.lenels2.com.
2. Select the **Communications** tile.

connect.lenels2.com/s/communication

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Resources > Communications

Communications

Change Year
All ▾

All	Name	Date Updated	File Size	Actions
October 2023				
	VAR Memo: LenelS2 NIS2 Compliance Attestation	2023-10-27	155KB	Download

Release notes

Release notes are included as part of our product documentation. They are included in all installations of OnGuard, which you can search by going to **Start > All Programs > OnGuard > Documentation > Search All User Guides**.

Release notes are also available with the product documentation that is available on the LenelS2 Partner portal.

1. Log into the LenelS2 Connect portal at connect.lenels2.com.
2. Select the **Downloads** tile.
3. On the Downloads page:
 1. In the **Choose Product or Service** drop-down, select "OnGuard".
 2. In the **Choose Version** drop-down, select a version.
 3. In the **Choose Type of Download** drop-down, select "User Guides".

connect.lenels2.com/s/downloads

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Resources > Downloads

Downloads

Choose Product or Service: OnGuard Choose Version: OnGuard 8.2 Choose Type of Download: User Guides Search: Search Product, Version, Download

All (74)	Name	Date Updated	File Size	Actions
Installation/Upgrade and Hardware Guides (12)	Installation/Upgrade and Hardware Guides			
Modules and Clients User Guides (9)	ACU Series Hardware Installation Guide	2023-10-16	1 MB	Download
OnGuard Application User Guides (24)	Advanced Installation Guide	2023-10-16	1.1 MB	Download
Other User/Third Party Guides (15)	Alternative Reader Wiring Guide	2023-10-16	2.6 MB	Download
Release Notes (14)	Enterprise Setup and Configuration	2023-10-16	1.6 MB	Download
	Hardware Installation Guide	2023-10-16	4.5 MB	Download

Specification Documents

1. Log into the LenelS2 Connect portal at connect.lenels2.com.
2. Select the **Downloads** tile.
3. On the Downloads page:
 1. In the **Choose Product or Service** drop-down, select "OnGuard".
 2. In the **Choose Version** drop-down, select a version.
 3. In the **Choose Type of Download** drop-down, select "Specifications".

connect.lenels2.com/s/downloads

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Resources > Downloads

Downloads

Choose Product or Service: OnGuard Choose Version: OnGuard 8.0 Choose Type of Download: Specifications Search: Search Product, Version, Download

All (2)	Name	Date Updated	File Size	Actions
CSI Format Specifications (2)	CSI Format Specifications			
	LenelS2 OnGuard version 8.0 A&E Specification - 12.3.2020	2023-10-16	133 KB	Download
	LenelS2_OnGuard_version_8.0_A_and_E_Specification-Final_12.3.20_es-ES	2023-10-16	632 KB	Download

Applies To

All OnGuard versions

Additional Information
