

OnGuard Version 8.4

Elevate your security strategy with the latest version of OnGuard from LenelS2



Overview

The OnGuard® system version 8.4 release provides customers with updates focused on meeting the expansive demands of enterprise customers, continuing our browser client journey, and beginning to offer customers access to product synergies that exist within the Honeywell product solutions. Now is the time to elevate your security strategy with the OnGuard system and client suite.

Enterprise Customer Focus and Scale

With OnGuard 8.4, LenelS2 has focused on the efficiency and reliability of our OpenAccess API backend, specifically targeting the data-enablement needs of our largest enterprise customers. Updates in the areas of Authentication, Service Reliability, and Event Performance ensure that all our customers can rely on our robust security infrastructure.

Dedicated services efficiently manage authentication and hardware transaction queuing, freeing OpenAccess API to handle customer workloads seamlessly, significantly enhancing both scalability and system reliability.

The release also begins the transitioning of key services to a 64-bit architecture, introduces advanced high-availability features leveraging RabbitMQ 'Quorum Queues' to ensure consistent operation and data integrity, and provides a reengineered API event delivery framework that can provide customer or partner integrations with up to 10X the event throughput performance to their clients, data warehouses, or analytic solutions. This powerful combination of reliability and speed empowers organizations to implement a security strategy that is not only robust but also scalable, ultimately providing unrivaled value in securing their operations.

These updates and others represent a significant improvement in stability, resiliency, and performance for enterprise-level deployments, ensuring continued operation even in the most demanding environments.

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Advanced Hardware and Networking Capabilities

The inclusion of Fully Qualified Domain Names (FQDN) support supports alignment with customer needs for Zero-Trust and cloud-based architectures, and this version extends that support across core services and video environments. Introduction of Mutual TLS Authentication reinforces communications between LenelS2 (HID / Mercury) controllers and our communication services by ensuring mutual verification, increasing trust and security. System Administrators also benefit from more host-based configuration over the controllers, allowing them to easily enable or disable controller web page access and promote controllers in 'legacy mode' to 'native' support without the need for physical access to hardware enclosures. Together, these features enhance system integrity, simplify system management, and support modern security frameworks.

A New Vision for 'browser' Alarm and Video Monitoring

Driven by feedback from real-world security operators and administrators, the updated OnGuard Monitor UI / UX provides for the needs of both the Video-centric and Alarm-centric security domains with a new layout model that is familiar to video users, but is still completely customizable to accommodate both camera views and alarm lists or device groups. Editing the interface allows administrators to create and standardize on monitor-zone-specific layouts, while providing operators with powerful navigation and a drag-and-drop experience that simplifies the experience of monitoring, investigation, and alarm resolution. Improved support for multi-window updates and status empowers operators to take advantage of multiple windows / monitors, and helps ensure they get the best use of their screens and resolution.

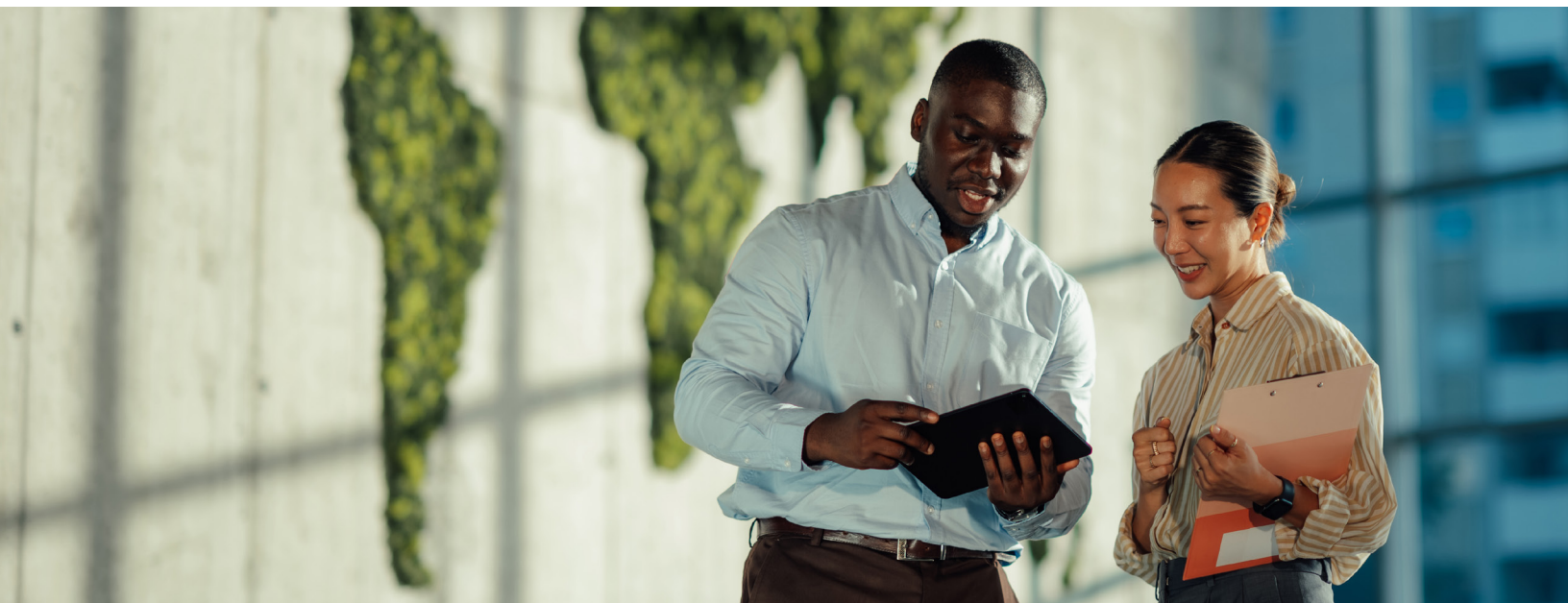
Integrating Honeywell Innovation: 35 Series NVRs & Cameras

OnGuard 8.4 also brings Honeywell's high-performing 35 Series Network Video Recorders (NVRs) natively to the OnGuard platform. These cost-effective recording solutions, ideal for both SMB operations and remote office locations, combine high-resolution imaging, AI-powered analytics, and H.265 compression with plug-and-play simplicity.

Cloud Deployment and Cloud Platform Compatibility

OnGuard provides flexible deployment options for both on-premise installations and customer-maintained commercial cloud. For those wanting control over their security infrastructure, an on-premise setup allows direct management of physical servers to meet specific organizational standards. Deploying OnGuard in commercial cloud lets organizations benefit from cloud computing, offering scalability and rapid resource deployment while maintaining control over the security environment. This approach balances control, accessibility, and efficiency by seamlessly integrating with existing IT architectures

Extending beyond these options, OnGuard Cloud offers a LenelS2-managed solution hosted on AWS, relieving the customer of infrastructure maintenance burdens. This service allows customers to focus more on security operations instead of IT management. OnGuard Cloud ensures automatic updates, robust security features, and scalability without the complexity of hardware management. Leveraging AWS's secure infrastructure, customers gain enhanced uptime, disaster recovery, and global access, optimizing their security strategies with the flexibility and reliability of cloud solutions.



Features and Functionality highlights of OnGuard 8.4

Access Hardware Support Updates

- **Enable / Disable Web Access to LenelS2 Controllers:** Remote host-based option to enable / disable the controller web page, supporting device security and IT compliance.
- **Legacy Mode 'Promotion' for Controllers:** Remote host-based option to promote 'legacy-mode' controllers to 'native' support, saving time and reducing update costs.
- **OpenTelemetry Support:** OnGuard now offers telemetry metrics and traces per the OpenTelemetry standard, allowing connection to existing customer data collection backends. This enables IT teams to assess OpenAccess API performance, better understand their environment, establish performance baselines, and identify potential concerns.
- **LenelS2 AI Helpbot Assistant:** OnGuard 8.4 features links to our AI-powered Helpbot that references comprehensive documentation, release notes, and knowledge articles. These links help users to quickly connect to ask confirmation and operations questions and gain responses relevant to their specific version.

Access Control Enhancements and Updates

- **'New' Hardware Relay Service:** Hardware-related API updates transition from OpenAccess to a dedicated service for processing, improving the reliability of hardware updates and protecting these transactions with persistent storage.
- **Multiple selection deletes for Holidays / Timezones:** Supports administrative cleanup for better system maintenance and capacity management.

Video Enhancements and Integration

- **Honeywell 35 Series Integration:** 35 Series NVRs and cameras join the platform, offering a cost-effective, high-resolution, and flexible video solution for OnGuard customers.
- **Alignment of Milestone Platform Support:** Milestone versions 2023 R1 through 2025 R3 are confirmed for compatibility with OnGuard 8.4, supporting continued compatibility through versions transitions.

System and Environment Updates

- **Transition to 64-bit Support:** OpenAccess API and several other services launch OnGuard's effort to overcome the 4GB memory limit, enabling more complex tasks and supporting system performance and stability.
- **'New' Authentication Service:** Decouples authentication from OpenAccess, supporting uninterrupted login access to critical applications like Alarm Monitoring, while also preserving user sessions across service restarts for enhanced reliability.
- **Updated OD / DB Compatibility:** Support for Microsoft Windows Server 2025, with Microsoft SQL Server 2025 as well. Oracle Database® version 23ai (LTSR) is also now supported for users of that platform.
- **Compatibility for Microsoft SQL on Linux:** Robust and scalable support to run alongside Windows environments, taking advantage of the performance, security, and cost-savings that LINUX offers as a platform.

OpenAccess API Updates

In our latest API update for the OpenAccess platform, we've implemented several key changes designed to enhance user experience and system efficiency.

- **Monitoring Zone-Based Filtering:** Added filtering for hardware classes, optimizing the loading of the hardware tree in Monitor applications.
- **User Transaction Logs Batching:** Improved log saving mechanism now allows asynchronous saving in batches, reducing database load during high traffic.
- **Multimedia Load Filter Parameter:** Introduces a new filter in Advanced Cardholder Search, allowing users to select specific multimedia, optimizing data extraction.
- **Reduced Excessive Traffic:** Events are now published to a single RabbitMQ queue, improving Web Monitor performance by reducing overall system traffic.

For more details about these changes and other updates, please refer to the Revision History chapter of the OpenAccess User Guide, or consult the OpenAccess sections of the OnGuard 8.4 Resolved Issues document for further insights into specific engagements or defects.

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Cybersecurity and Privacy

- **FIPS 140-3 Certified:** Cryptographic options compliant with FIPS 140-3 standard, delivering a high-assurance, robust environment for safeguarding sensitive infrastructure against next-gen cybersecurity threats.
- **Mutual TLS Authentication:** Enhances Access Controller communications security by ensuring mutual verification between servers and controllers.
- **Privacy / Policy Presentation:** Administrators can configure up to 5 documents to present at user login, driving awareness and tracking acceptance of company policies. A new OnGuard Report facilitates easy review and export of acceptance data.

System and Installation

- **High Availability:** Taking advantage of the latest RabbitMQ 'quorum queue' support, OnGuard 8.4 provides enhanced high-availability and data safety, ensuring effective operation and accuracy in instances of node failure or network partition issues.
- **Installation option for Message broker:** Custom option to install the LS Message Broker supports the ability to deploy the broker separately in support of the new 'quorum queue' model.
- **Scripted Installation 'Modify' Option:** Creating a script to modify a client installation allows easier and centralized definition to update a client workstation.
- **System Administration Updates:** Continuing "client refresh" updates improve dialog visibility and add filtering to ease management of access hardware configuration (access panels, alarm panels, inputs / outputs, and readers / doors).

Cloud

- **Fully Qualified Domain Names (FQDNs):** Aligns OnGuard with Zero-Trust and cloud architectures by extending FQDN support across core services like Communication and Linkage Servers, and into our video environments.

Browser Client updates

- **OnGuard Console License Usage page:** Focused on Browser Client and Partner licensing within OpenAccess, this page shows license counts and users involved (does not include session termination at this time).
- **Transition of Users Client to 'OnGuard Admin':** Users is renamed to become the central location for administrative and system options in the browser client suite.
- **OnGuard Monitor:** Audio Notifications: Enhanced OnGuard Monitor with 'mobile style' audio alerts (based on backend Alarm Configuration) for improved situational awareness.
- **Visitor Management Enhancements:** Customer-focused updates, including duplicating visits, Visitor ID scanning, and an optimized layout focusing on Visitor Status and Visit Agenda.
- **Access Manager Client Improvements:** Customer-requested features like list view, enhanced search / filtering, and improved visibility of cardholder data for accurate access assignment.
- **Reporting and Dashboards Server / Service:** Security update for HTTPS communications to the Reporting Service enable customers to separate the Reporting Server from the Application Server in their architecture.

New OnGuard Browser Reports

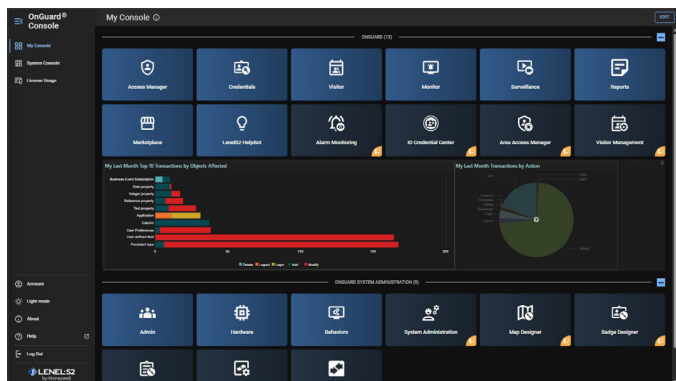
- **User Accounts** - provides a sortable, exportable, and customizable list of all users.
- **User Policy Acceptance** - provides a list of all users along with their acceptance status for all assigned documents.
- **User Permissions** - provides a sortable and exportable list of all users along with their assigned permission groups.
- **Panels Diagnostic Info** - shows diagnostic data collected by OnGuard for listed panels.



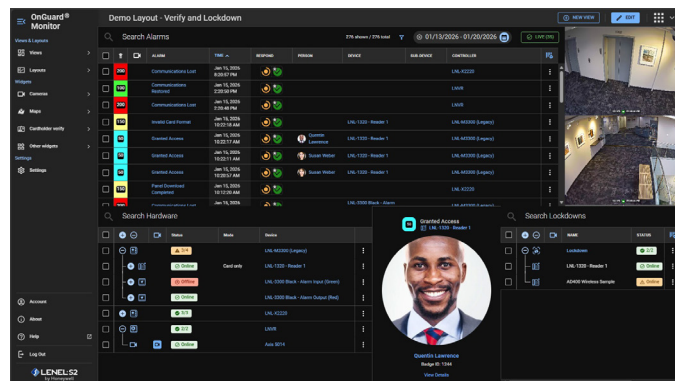
OnGuard Version 8.4 strengthens our commitment to delivering industry-leading solutions for our customers

Key Feature Updates by OnGuard Version		8.4	8.3	8.2
OnGuard® Browser Clients	Console License Usage Page	▪		
	Transition of the OnGuard 'Users' Client to 'Admin' Client	▪		
	Adding Audio Notifications to OnGuard Monitor	▪		
	Visitor Client - Duplicate Visit option	▪		
	'Process an ID' scans License or ID data quickly into the Visitor or Cardholder record	▪	8.3U1	
	Behaviors client manages Timezones, Holidays, Access Levels, and Device Groups	▪	▪	
	Hardware client management of User Passwords and Certificates stored within access controllers	▪	▪	
	Monitor client adds support for Device Groups operation	▪	▪	
	Credentials client filters to identify 'inactive' cardholders ('last time used' and 'inactive badges')	▪	▪	
	Privacy option for Cardholder Verify in Monitor clears the photo display based on a timeout	▪	▪	
	Users client adds 'bulk assignment' action to apply groups of permissions to multiple users	▪	▪	
	Reports client adds Favorites, allowing users to prioritize reports they use most often	▪	▪	
	Scheduled reports add an option for publishing to an FTP / SFTP server	▪	▪	
	Printing Management (Badges) within the browser client now allows multiple printers per badge type	▪	▪	
	Reporting and Dashboards client with support for OnGuard systems	▪	▪	▪
	Visitor Bulk Import via imported file (csv / xls)	▪	▪	▪
Access Hardware Support	Enable / Disable Web Access to LenelS2 Controllers	▪		
	Enable Native Mode (Override Legacy Mode) for Controllers	▪		
	Native support for the Mercury M-Series controllers	▪	▪	
	On-Demand Status option for Alarm Monitoring	▪	▪	
	Controller upgrade support for Mercury X-Series migration / promotion	▪	▪	▪
	ASSA ABLOY - Aperio® AH40 IP hub support	▪	▪	▪
	Invizium® IXM TITAN facial recognition reader with body temperature measurement	▪	▪	▪
	Bi-directional communication with Honeywell controllers supports PW7000 Series	▪	▪	▪
Access Control Enhancements	BlueDiamond allows issuance of Employee Badge in Apple Wallet and corporate badge in Google Wallet mobile credentials (availability may vary by region)	▪	▪	▪
	Hardware Relay Service support (64-bit)	▪		
	Alarm Monitoring 'jump to device' takes the operator directly to the device in the System Tree	▪	▪	
	Otis Compass controller-based readers can now support 16 card formats	▪	▪	
	Lockdown Groups support logical grouping of readers to define emergency response	▪	▪	
Video Enhancements	Locked Reader Override support (allow access through 'Locked' readers)	▪	▪	▪
	Honeywell 35 Series appliance-based video platform integration	▪		
	Monitor and Surveillance clients support audio, digital zoom, snapshots and playback speed control	▪	▪	▪
System and Environment Updates	Enhanced Milestone cameras options for starting / stopping recording based on an event	▪	▪	
	Transition begins to 64-bit support (starts with selected services)	▪		
	Microsoft® Windows® Server 2025 support	▪		
	Microsoft® SQL Server® 2025	▪		
	Oracle Database 23ai (LTSR) support	▪		
	Compatibility for using Microsoft SQL on Linux with OnGuard	▪	▪	▪
	Fargo HPD5000e DESFire and iCLASS Classic encoding support	▪	8.3U2	8.2U3
	Microsoft® Windows® 11	▪	▪	▪
	Compatible with NEC EXPRESSCLUSTER 5.X versions for Microsoft® Windows®	▪	▪	
	OnGuard OpenAccess Web Services API updates (see OpenAccess API Guide - Revision History)	▪	▪	▪
Cybersecurity and Privacy	Support for Fully Qualified Domain Name (FQDN) to locate core services	▪		
	Addition of Mutual TLS support to secure Access Controller communications	▪		
	Privacy / Policy Presentation of up to 5 customer documents	▪		
	TLS 1.3 encryption support (database, browser clients, access controllers)	▪	▪	
	Third-party authentication support for service authentication using client credentials flow	▪	▪	▪
	SA / Delegate login added to admin tools (Setup Assistant, Database Setup, Database Translator)	▪	▪	▪
System and Installation	Support for third-party user authentication via OpenID Connect® (OIDC) interface	▪	▪	▪
	Installation images (ISO) specific to Full or Client-Only package	▪	▪	▪
	Installation 'Integration Install Package' to support Milestone XProtect for OnGuard clients and servers	▪	▪	
	System Administration 'client refresh' updates for improved usability and scaling	▪	▪	▪
Cloud	Scripted Installation updates and Client Connect supports automated installation and consistency	▪	▪	
	Fully Qualified Domain Name (FQDN) for Access and Video	▪		
	OnGuard Cloud as a LenelS2-hosted option for customer system environments	▪	▪	▪
	Support for Azure SQL and Amazon RDS as Database alternatives in Cloud for OnGuard systems.	▪	▪	▪

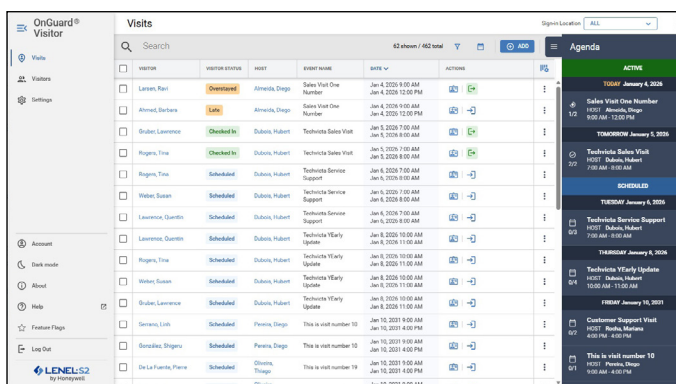
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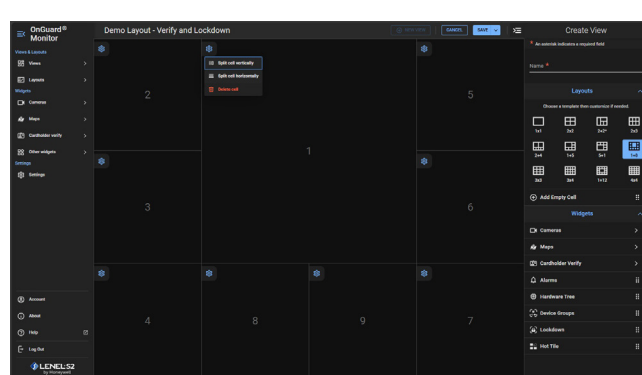
OnGuard 8.4 brings more browser clients with Dark / Light Mode support, including: Console, Visitor, Admin and Behaviors



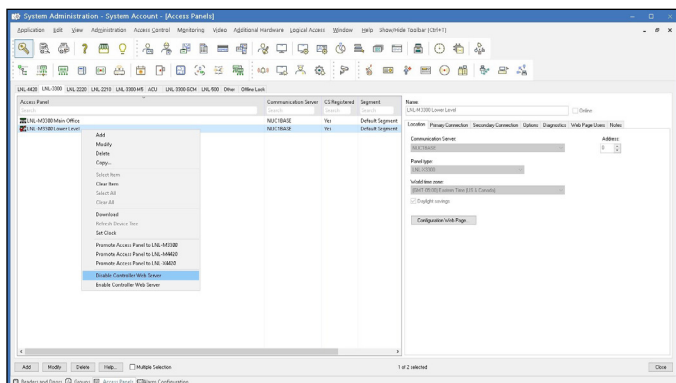
A more 'video-centric' look and feel to the updated Monitor client offers video-type layouts and drag-and-drop support to populate views



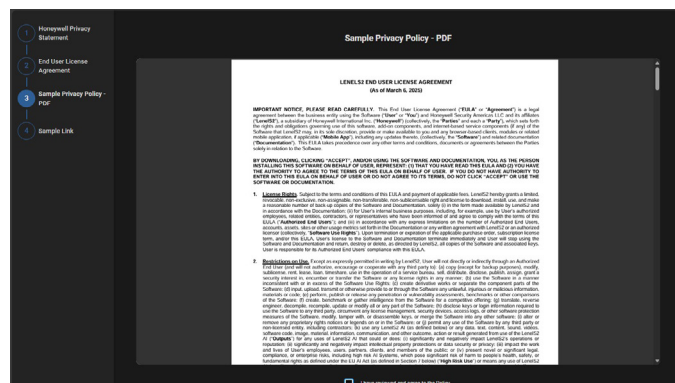
Customer-requested updates improve the Visitor Client experience, streamline Visitor status, and simplify tasks like creating follow-up Visits



Monitor Client updates include a new Layout and View design mode that draws from video layout templates, but allows admin customization



New options allow access to Enable / Disable Web Page and Promote (Override) Legacy Mode remotely from System Administration



Admin configured option supports notification and compliance reporting for privacy / policy documents presented to users at login



For more information, please visit www.lenels2.com

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