

## Product Information

**Date:** February 10, 2012

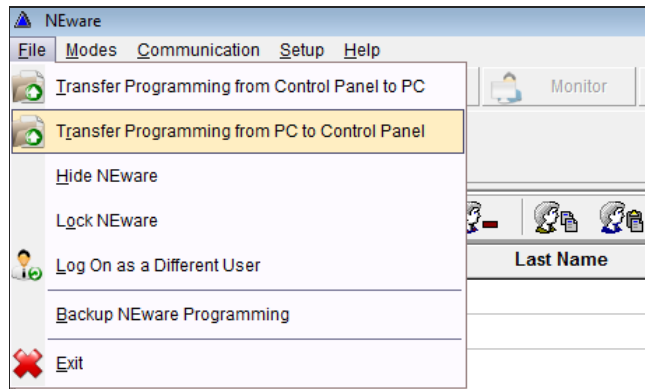
**Product:** NEware (End-User Management Software)

**Subject:** New version release, V4.21

**Downloads:** To download NEware V4.21 (Security version), [click here](#)\*  
To download NEware V4.21 (Security and access control version), [click here](#)\*  
*\*requires login name and password to download*

### Resolved **NEware to panel programming transfer**

**Issues:** Previously, in rare, isolated cases, the programming of access control modules (ACM11/12, K641R) were inadvertently affected after performing a 'Transfer Programming from PC to Control Panel' function from the NEware software (v4.20 and lower). This issue has now been resolved; you can now transfer all programming from NEware to the control panel without affecting any of the programming.



### Improvements: **Auto-reconnect to control panel**

Previously, when communication between NEware and the control panel unexpectedly disconnected, the NEware user would need to manually reconnect to the control panel. Now, if communication unexpectedly disconnects, the software will attempt to reconnect to the control panel multiple times for up to 30 seconds. If the reconnection attempts fail, the software will indicate communication loss.

### **NEware communication status**

Previously, when communication was lost between NEware and the control panel, the software would incorrectly continue to display ONLINE, therefore giving the impression that the system was still being monitored. This issue has been resolved; the user will now to be notified of the loss of connection as soon as the communication loss is confirmed.

**Contact:** If you require any additional information or if you have any questions, please do not hesitate to contact our Support department.

Email: [support@paradox.com](mailto:support@paradox.com)

Fax: 450.491.2313

Phone: 1.800.791.1919 (N. America)

+1.450.491.7444 (International)

Paradox Security Systems LTD – Product Information #NEware-012-02-10