



## White fields in the locking chart after reading an ELS

Do you have "white fields in the locking chart" and can no longer assign authorisations after you have read in a current ELS?

Unfortunately, this is due to an outdated CLIQ Local Manager version. Please make sure that you have at least version 1.7.15 in use. If your version is older, please proceed as follows:

1. Contact your specialist trade partner
2. Ask them to provide you with the download link for the latest version and a new ELS file.
3. Refresh the programme
4. Go to the cylinder list and press "Alt + Shift + E" and confirm the window that appears.
5. Now press "Alt + Shift + P" also within the cylinder list and confirm the window that appears
6. Then import the new ELS

If problems still occur, provide your trade partner with a backup and screenshots for correction.

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[Link zum FAQ-Eintrag](#) | Status as of: 25.08.2022 | SNE