CLIQ® FAQs

New cylinders can't be programmed

You receive the message that new cylinders are "not programmed" and cannot 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Unfortunately, this is due to an outdated CLIQ Local Manager version.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 then "Alt + Shift + P".
5. Then import the new ELS

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