What does a badge number of (-1) indicate in Alarm Monitoring

Last Modified on 01/12/2022 1:28 pm EST

Question

What does a badge number of (-1) indicate in Alarm Monitoring?

Answer

A Badge ID of (-1) often indicates that the value of the badge number read is greater than the number of digits allocated in OnGuard.

This can be resolved by increasing the **Maximum badge number length** in the System Administration application. In System Administration navigate to **Administration** > **System Options** > **Hardware Settings**.

Note: If segmentation is enabled, navigate to **Administration** > **Segments** > **Segments** > **Hardware Settings** to find the **Maximum badge number length** field.

Applies To

OnGuard (All versions)

Additional Information

None