"Device type mismatch" status on readers in Alarm Monitoring after OnGuard upgrade

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Symptom

After upgrading to OnGuard version 6.0.148 or later, some readers are marked with a status of "Device type mismatch" in Alarm Monitoring. Before the upgrade, the affected readers worked normally.

Resolution

First, perform a database download to the access panel to which the reader is connected.

If the download does not resolve the issue, perform a restart of the Communication Server service on the OnGuard server.

If the restart of the Communication Server service does not resolve the issue, you may need to change the feature capacity level for the access panel to which the reader is connected. Follow the steps below to do this.

1) In System Administration, select **Access Control** > **Access Panels**.

2) Locate and select the access panel that the reader is connected to.

3) Select the Options sub-tab.

4) Select [Modify].

5) Increase the **Feature capacity level** value from "3 (Normal)" to "4 (High)".

6) Click [OK]. This change will automatically initiate a database download to the access panel that was modified.

7) If the "Device type mismatch" error persists, log out of Alarm Monitoring and then log back in.

Applies To

OnGuard (All versions)

Additional Information

None