Readers connected to LNL-2220 reader ports appear offline in Alarm Monitoring

Last Modified on 01/05/2022 12:36 pm EST

Symptom

Readers connected to LNL-2220 reader ports appear offline in Alarm Monitoring, marked with a yellow X in the System Status Tree.

Resolution

Ensure that the Reader Type for the reader that is connected to the reader port of the LNL-2220 is configured correctly. It should be configured as Onboard reader with a Reader number of 0 or 1.

A common error is to use either **Dual Interface Reader 1** or **Dual Interface Reader 2**. Using these reader types will result in the readers appearing offline.

If the reader type is correct and the readers are still appearing offline, additional troubleshooting will be needed. Contact Lenel Technical Support if you require further assistance.

Applies To

OnGuard (All versions)

Additional Information

None