

Unable to use card formats and access groups added to recursive segments in an OnGuard Enterprise system

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Symptom

In an OnGuard Enterprise system, you can add a card format or an access group to a recursive segment. However you may experience problems assigning the card format to a reader or problems assigning access levels to the access group.

Resolution

Card formats and access groups were not intended to be added to recursive segments and should not be added to them. If they are added, the card formats and access groups will remain unused in the system.

Applies To

OnGuard Enterprise (All versions)

Additional Information

Recursive segments are intended for use by users and cardholders and should not be used with hardware-specific objects.

Future versions of OnGuard may disable the ability to assign card formats, access groups, and other hardware-specific objects to recursive segments.
