

# New badge information not automatically downloaded to HID Edge reader

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## Symptom

When a new badge is added in System Administration, the new badge information is not automatically downloaded to an HID Edge reader. The HID Edge reader requires a manual database download.

## Resolution

To resolve the issue, check to see if there are badges in the system with a deactivation date with the year 2037 or later. If there are, modify the year in the deactivation date to be earlier than 2037. Then perform a database download to the HID Edge reader.

If this is successful, all new badges added in System Administration with a deactivation year earlier than 2037 will automatically download to the HID Edge reader.

The root cause for this issue is that HID Edge readers have a Linux limitation on dates, which means a valid date cannot have a year of 2037 or later.

## Applies To

OnGuard 2008 Plus (6.1.222)

## Additional Information

Note that this issue only occurs in OnGuard 2008 Plus (6.1.222) with no hot fix installed.

This is not an issue in OnGuard 6.1.222 Hot Fix 1 or later, including OnGuard 2009 (6.3.249).

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