Text on badge layout appears smaller when printed from Front Desk or Kiosk

Symptom

When printing a badge from either Front Desk or Kiosk, text on the badge may appear much smaller than when the same badge is printed from System Administration, ID CredentialCenter, or Visitor Management.

Resolution

To resolve the issue, follow the steps below.

1) Ensure a TrueType or OpenType font is used for the text on the badge layout.

2) Enlarge the text box slightly on the badge layout in BadgeDesigner.

The font rendering performed by Microsoft's latest development technologies (used by Front Desk and Kiosk) renders text larger than in previous development technologies (used by System Administration, ID CredentialCenter, or Visitor Management).

If Front Desk or Kiosk determines that the larger text will not fit into the text box area, it reduces the point size of the text until it fits.

Applies To

OnGuard 2009 (6.3.249) or later

Additional Information

None