

"Invalid Badge" at HID Edge reader, but cardholder name and badge number appear correctly in Alarm Monitoring

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Symptom

When a cardholder presents their badge to an HID Edge or EdgePlus reader, you may see an "Invalid Badge" event in Alarm Monitoring even though the displayed cardholder name and badge number are correct.

Resolution

The card format assigned to an HID Edge reader must incorporate all the bits on the card for each field (facility code, card number, and issue code). This differs from other types of readers where the assigned card format can be configured to use only the bits required for each field.

For example, on the Card Format form in System Administration, the **Number of Bits** values for Facility Code, Card Number, and Issue Code must add up to the **Total Number of Bits On Card** value.

In addition, verify the parity bit settings for the card format are correct. Incorrect or missing parity settings may cause invalid card reads as well.

Applies To

OnGuard(All Versions)

HID Edge and EdgePlus readers

Additional Information

None
