

Why can't I choose a command keypad template, or a default mask group, for my reader in System Administration?

Last Modified on 12/16/2021 3:52 pm EST

Question

Why can't I choose a command keypad template or a default mask group for my reader in System Administration?

Answer

If the access panel associated with the reader is not loaded with AES firmware, the **Command keypad template** and **Default mask group** settings are disabled on the **Command Programming** tab of the **Readers** form in System Administration.

To verify that AES firmware is loaded on an access panel, use one of the following methods:

- In Alarm Monitoring, on the System Status Tree, the firmware revision appears next to the access panel. Ensure that **.aes** is shown in the firmware revision.
- In System Administration, on the **Diagnostics** tab of the **Access Panels** form, ensure that **.aes** is shown in the **Firmware revision** field.

Applies To

OnGuard (All versions)

Additional Information

None
