Inline encoding or badge import of first or second badge may time out

Symptom

Some printers with inline encoders installed might fail to import or encode either the first or second attempted badge, due to a timeout.

Affected printers include:
- Fargo HDP5000 with Omnikey encoder
- Magicard printers with DigiOn24 encoders

Resolution

This issue is caused by the import or encode command being sent to the printer before the card is physically moved to the encoder.

Create a delay to allow time for the card to be moved to the encoder before issuing the command to import or encode the badge. To create this delay:

1. On the computer where the printer is installed, open the **ACS.INI** file for editing.
2. For a Fargo HDP5000 printer, under the `[Encoding]` section, add the following line, then save and close the file.
   `SCConnectionRetryDelay=1000`
   For a Magicard printer, under the `[Encoding]` section, add the following line, then save and close the file.
   `MagicardWaitForEncodingStationMS=1000`
3. Save your changes to the **ACS.INI** file.

Applies To

OnGuard 2008 Plus (6.1.222) Hot Fix 3 or later (for Fargo HDP5000 printers)
OnGuard 2010 Technology Update (6.4.500) Hot Fix 1.5 or later (for Magicard printers)

Additional Information

The values for each ACS.INI entry referenced above are in milliseconds.