

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

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## 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.

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