

Card and Pin does not work with Edge Plus Readers

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Symptom

When a card is presented to the reader, Alarm Monitoring displays "Invalid Card format."

Cardholder Options are set to 4-digit with manual entry.

Resolution

In System Administration, on the Cardholder Options tab, change the Badge PIN code generation to 9-digit with manual entry.

Note: Changing the setting to use a 9-digit PIN code does not mean you have to fully use nine digits in the code. This simply means the maximum code length is nine digits.

Applies To

OnGuard (All versions)

Additional Information

None
