

# Strike does not fire when swiping and obtaining Access Granted at Edge Reader

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## Symptom

When swiping a badge at an Edge Reader and obtaining an Access Granted, the strike relay does not fire.

If you manually send a Door Open Command, then the strike relay fires.

## Resolution

Ensure that the door you are swiping at is in the closed position. If the door is open, then the strike will not fire when obtaining an Access Granted.

## Applies To

Edge readers

## Additional Information

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