

Encode button greyed out

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Symptom

When attempting to encode a card, the [Encode] button is greyed out. When you click [Modify], the encode button disappears.

Resolution

The [Encode] button should not be seen in Modify mode. This is by design. If the [Encode] button is greyed out, check the following areas in the software:

- The encoder is created on the Workstations tab.
- The card format for the badge type is added to the Encoding sub-tab in the Badge Type folder.
- The cardholder's status is marked **Active**.

Applies To

OnGuard (All Versions)

Additional Information
