Front Desk error: Could not sign in visit event. Badge # cannot be assigned to this visitor...

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Symptom

When using Front Desk 6.3.249 HF 2.0 and registering a visit and then assigning a badge number, the following error is displayed on the screen:

> Front Desk error: Could not sign in visit event. Badge # cannot be assigned to this visitor because the visitor is ineligible for badge type ID: #### (Type: Visitor)" due to segmentation. Even though the system is not segmented.

Resolution

As a work around for this problem, create a new Visitor Badge Type. Use this new Visitor Badge Type as the Badge Type for the Badge you are assigning to the visitors.

Applies To

OnGuard 2009 (6.3.249)

Additional Information