

# Cannot Add Card Format Created to Reader

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## Symptom

Error message:

Cannot Add Card Format Created to Reader

ID 1009 (ID of format created)

Has 8 existing card formats and cannot add a new one

## Resolution

### **7.3 and below**

There are two ways to correct this issue:

1. Delete an existing card format from the reader, because only eight card formats are allowed.
2. Segment the system.

### **7.4 and above**

1. Go to System Options>Hardware settings. Modify and increase Maximum number of card formats to 16. Please note that if you are using Assets in the system, this will only allow for 8.
2. Delete an existing card format from the reader, because only eight card formats are allowed.
3. Segment the system.

## Applies To

OnGuard (All versions)

## Additional Information

None

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