# How to resolve offline NGP readers issue

## Symptom

If your NGP system has 70 or more doors configured, it is possible that new doors added to the system will not show as online. Performing a database download will not resolve this issue. The issue is likely related to how the NGP doors and In and Out readers are configured in the system.

## Resolution

To resolve this issue:

1. Go through all existing doors in the system. For any doors that are configured as **In and Out Readers**, change the configuration to **In Reader Only**. This setting is located in **System Administration > Access Control > Readers and Doors > Door tab > Reader configuration**.

2. When you have changed this setting for all existing doors, you can then add the remaining doors to the system. Any new door added should be configured as **In Reader Only**.

3. When you are done adding the remaining doors to the system, you can reset any doors as **In and Out Readers** as needed.

## Applies To

OnGuard (All versions), NGP

## Additional Information