

# Error when changing reader mode in Alarm Monitoring

Last Modified on 01/10/2022 4:15 pm EST

## Symptom

In Alarm Monitoring when trying to change reader mode from card only to unlocked you get an error that access is denied.

SA account does not throw errors but everyone else's account throws this error

" is a restricted device. Operation is denied."

## Resolution

This means something was changed in Users> Monitor Permission Groups- Control device groups or readers were taken out of the device groups

Check Monitor Permission Groups OR check the device group itself to see if the device was removed from that group

## Applies To

OnGuard (All versions)

## Additional Information

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