# CAC barcode scanning via keyboard wedge does not find the desired cardholder

## Symptom

CAC barcode scanning using the keyboard wedge is documented to work so that if CAC is configured, a search is performed with the decoded Social Security Number on the EMP SSN field. However, the search is performed on the configured table and field, regardless of whether the CAC SSN is scanned or a badge ID. By default, this table and field are BADGE and ID respectively.

## Resolution

To search on the EMP SSN field, you must change the keyboard wedge settings to configure which field to search on:

1. Open the System Administration Cardholder screen by going to **Administration > Cardholders**.
2. Select **Cardholder > Keyboard Wedge Settings**.
3. In the **Field to search on** area, choose the **EMP** table and **SSNO** field.
4. Click [OK].

Searches will now search for the SSN in the **Cardholder ID** field.

## Applies To

OnGuard 2010 (6.4.500) or later

## Additional Information

None