Network Printing and Mag Encoding Fails after Upgrade

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Symptom

Network printing with magstripe encoding stops working after upgrade from Onguard 7.0.1067 and earlier. If the printer is not listed under the [Encoding] section of the **acs.ini** file, an error message appears instructing you to add it.

When attempting to print and encode a badge to the network printer, you receive an error message stating:

A badge printing error has occurred.
Error: Unable to access printer.

Additional Information:Exception occurred. HRESULT=0x80020009.

Job ID:xx

Printer:"[Your selected printer]"

Badge: ID=xxxx

Similar errors are seen in Windows logs. You are able to print a Windows test page but no ability via OnGuard.

Resolution

Network printing with network magstripe encoding is NOT supported. The only method currently supported for any encoding (iCLASS, MiFare or MagStripe) is via direct attached serial or usb connection. Network printing with magstripe encoding has never been tested or certified. This function was inadvertently altered after a code change was initiated in OnGuard 7.0.1067 to fix another defect.

Applies To

Onguard 7.0.1067 and above

Additional Information

None