

iClass Badges Causing Invalid Card Format Signals With BlueDiamond Readers

Last Modified on 04/08/2025 3:09 pm EDT

Symptom

When an iClass badge with pre-programmed or custom-programmed information is presented to a BlueDiamond reader, Alarm Monitoring shows 'Invalid Card Format'. These same badges are successfully read with other iClass readers.

Resolution

BlueDiamond readers can only read the Card Serial Number (CSN) of an iClass badge.

For the reader to grant access by the CSN, create a separate card format and apply it to the reader so it can read the CSN. The cardholder also needs the CSN added as a badge within OnGuard.

Applies To

OnGuard

BlueDiamond

Additional Information

There is no plan for BlueDiamond readers to include the ability to read custom iClass.
