

Unable to add a 1300 ACM reader from Software House

Last Modified on 06/06/2025 3:08 pm EDT

Symptom

User is unable to add a 1300 ACM reader from Software House.

Resolution

1. Make sure there is an active license for adding a third-party ACM reader.
2. On the reader dropdown, you will not see the 1300 ACM reader to add. Instead, add **Onboard** reader.

You should now be able to add the 1300 ACM reader successfully.

Applies To

OnGuard

Additional Information
