

Veridt OSDP readers not coming online after power event

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Symptom

Following a power event where the ISC and/or RIM are power cycled, OSDP-wired Veridt readers shipped before 2022 do not come online.

Resolution

Veridt OSDP-wired readers did not have a hard-coded OSDP ID or baud rate value, so they would not recover after upstream devices are power cycled. To resolve this, request configuration cards from Veridt for use with OSDP-wired readers so you can set the OSDP ID to 0 and a default baud rate of 9600.

With this configuration, once the connection has been made the desired baud rate can be set in OnGuard and the settings will be saved. **If the reader is power cycled, the settings used will be the last saved settings.**

OnGuard 8.1 is now dependent on not auto-negotiating the baud rate of the reader. This means that you must define the baud rate in the reader setup based on what the reader is.

In previous versions, you could set the baud rate from within OnGuard or the OnGuard software would auto-negotiate to accept the reader. Now it must match 1 to 1.

The reader was shipped in a configuration that was dependent on the reader auto-configuring itself. Based on this new information, the reader will be shipping set to an OSDP ID of zero and a default baud rate of 9600. With this configuration once the connection has been made, the desired baud rate can be set in OnGuard and the settings will be saved. If the reader is power cycled, the setting will be the last settings saved.

Applies To

OnGuard 8.1

Additional Information