

# No space available on CP1000D or Fargo inline encoder during DESFire encoding

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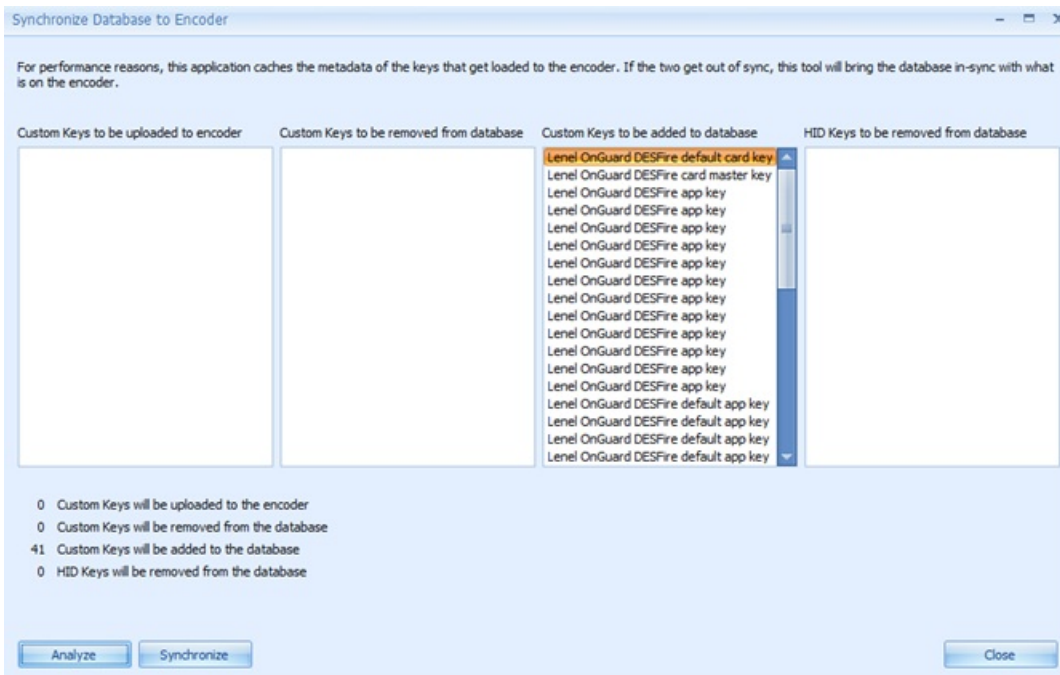
### Symptom

This issue is specific to OnGuard and encoding DESFire. The application keys (PICC master key, Application master key, and File read key) configured for the Open Encoding Standard or Custom Data Object (DESFire) smart card format are stored on the CP1000 encoder each time it is used to encode a card. Therefore, after encoding many times you might see an error during encoding that there is not enough space on the encoder to store more keys. In this case, use HID Asure ID™ to clear the keys on the encoder.

### Resolution

This requires you to install Asure ID™ so that the keys can be cleared out of the encoder:

1. Launch Asure ID™.
2. Select Key Management under iCLASS SE Encoder.
3. Select **File > Sync Encoder**.
4. Click **Analyze**. The third column should populate with custom keys that are currently on the encoder but are not in the Asure ID™ database.



5. Click Synchronize. This will import the keys into the Asure ID database.

6. Exit this screen and return to **Key Management**.
7. Bulk-select the keys and click **Remove Custom Key** to purge the keys from the database and encoder. This will free up the number of **Available Key Slots** as well as increase **Available Memory**.

## Applies To

OnGuard 7.4 and later.

## Additional Information

Certain versions of OnGuard use a specific version of Asure ID™.

OnGuard 8.1 and later require HID Asure ID™ 7.8.4.45 for encoding iCLASS Classic/Std. OnGuard 8.0 and earlier require HID Asure ID™ 7.7.3.161 for encoding iCLASS Classic/Std.

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