

HID EdgeReader does not come online in Alarm Monitoring

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Symptom

After proper configuration of an HID EdgeReader in System Administration, the reader does not come online in Alarm Monitoring.

Resolution

To have an HID EdgeReader communicate with OnGuard, the following parameters must be configured through the EdgeReader web interface:

[Host Addressing]

This parameter should be the IP Address or Host Name of the communication server, which the HID EdgeReader resides on.

[Here I Am Interval]

This parameter should have any non-zero value. The recommended value is 30 seconds.

The parameters above can be found in the **Advanced Central Station/Host Communications Setup** section of the EdgeReader web interface. To access the EdgeReader web interface, type its IP address in your web browser.

Applies To

OnGuard 2008 Plus (6.1.222) or later
HID EdgeReaders

Additional Information

None
