

# Time and Attendance activity for an NGP is not reported on 'Cardholder Time and Attendance' report

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## Symptom

NGP entrance and exit reader activity is not included in the Cardholder Time and Attendance report although time and attendance were enabled for the entrance and exit reader when a cardholder's badge was swiped through the entrance and exit readers.

Configuration - In System Administration, from the **Access Control** menu, select **Readers and Doors**, and then the Settings tab for the NGP reader. The **Is an in/out station (time and attendance)** check box is selected.

Report - In System Administration, from the **Administration** menu, select **Reports > Date/Time Reports > Cardholder Time and Attendance** and then preview the report.

## Resolution

1. Open SQL Management Studio.
2. Run the following queries:

```
Select * from ACCESSPANE
```

(Determines the correct panel number of the NGP reader, *<your panel>*.)

```
Select * from READER where PANELID = <your panel>
```

(Determines the READERID of the entrance reader, *<your entrance>*.)

```
Update READER set TIMEATT = 1 where PANELID = <your panel> and READERID = <your entrance>
```

(Determines the READERID of the exit reader, *<your exit>*.)

```
Update READER set TIMEATT = 2 where PANELID = <your panel> and READERID = <your exit>
```

3. Run the Cardholder Time and Attendance report. The report will now include the NGP reader entrance and exit activity.

## Applies To

OnGuard 2010 Technology Update (6.4.500 TU) and later

## Additional Information

