

Using iClass unconfigured badges. Badges print but do not appear be encoded though no error is thrown in Onguard and it says completed successfully

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Symptom

Device is HDP5000/5600 printer with CP1000-Lenel inline encoder. Using iClass unconfigured badges. Badges print but do not appear be encoded though no error is thrown in Onguard and it says completed successfully.

Review the C:\ProgramData\HID Global\AsureIDlog.txt

Resolution

Some of the CP1000-Lenel encoders were shipped with the incorrect firmware installed. This did not include the ability to encoder unconfigured iClass badges. Contact LenelS2 to initiate an RMA with HID to

Applies To

Additional Information

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