NGP does not report invalid card formats

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Symptom

If your cards are not one of the formats assigned to the NGP panel, the cards will not show up in Alarm Monitoring when presented to the reader. The NGP panel only shows the reader activity when the card format is assigned to the panel.

Resolution

In System Administration, complete either of the following steps:

1. If available, select your card's format on the Access Control > Access Panels > NGP > Card Formats form.
2. If your card's format is not available, add it on the Administration > Card Format form, and then select it for the NGP panel. When your cards are presented, the reader activity will now display in Alarm Monitoring.

Applies To

NGP Panels

Additional Information

SCP Debug does not work for the NGP panel.