NGP-1320 REX fault when supervision is not enabled

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Symptom

After configuring readers and doors on an NGP1320, the readers show a REX Fault in Alarm Monitoring even though supervision is not enabled. In **System Administration > Readers and Doors > Settings**, the item **Request to exit circuit** is set to **Not Supervised, Normally Open**.

Resolution

- Verify that the latest Hot Fix is installed on the system.
- Installing 1K resistors on NGP door contacts can cause permanent REX fault status, and prevent door events from being reported to OnGuard. If this is your situation, this was solved in DevTrack OG-22371.
- If you have no supervision installed and **Request to exit circuit** is set to **Not Supervised, Normally Open**, and Alarm Monitoring still shows a REX fault, perform the following steps:

1. For each reader that shows a REX fault, go to System Administration > Readers and Doors > Settings, and then set **Request to exit circuit** to anything other than **Not Supervised, Normally Open**.
2. Click [OK].
3. Go back to System Administration > Readers and Doors > Settings, and then set**Request to exit circuit** back to **Not Supervised, Normally Open**.
4. Click [OK].

Applies To

OnGuard 2010 (6.4.500)

Additional Information