Invalid Badge or Denied, PIN Only Request error

Symptom

"Invalid Badge" or "Denied, PIN Only Request" error

Resolution

Adjust the number of cardholders configured for the access panel.

In System Administration, complete the following steps:

1) Navigate to Access Control > Access Panels.

2) Select the access panel you wish to modify.

3) On the Options sub-tab of the access panel, modify the Cardholders field to be equal to or greater than the actual number of cardholders in the system.

Applies To

OnGuard (All versions)

Additional Information

Some cardholders may get an "Invalid Badge" error in Alarm Monitoring if the number of the cardholders is more than the maximum number of cardholders for the panel. The badges that are not stored on the panel will get an "Invalid Badge" error when the cardholder tries to gain access. If those same cardholders try to use a pin number for access, a "Denied, PIN Only Request" error is generated in Alarm Monitoring.

Example: In Alarm Monitoring, an LNL-1000 has a maximum cardholder limit of 500. If there are 587 cardholders in the system, the last 87 cardholders will generate an "Invalid Badge" error when attempting to use a badge and a "Denied, PIN Only Request" error when those same cardholders try to use a PIN for access.