

# Unable to add a 1300 ACM reader from Software House

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## Symptom

User is unable to add a 1300 ACM reader from Software House.

## Resolution

1. Make sure there is an active license for adding a third-party ACM reader.
2. On the reader dropdown, you will not see the 1300 ACM reader to add. Instead, add **Onboard** reader.

You should now be able to add the 1300 ACM reader successfully.

## Applies To

OnGuard

## Additional Information

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