

# Visitor badge printing fails in OnGuard 2008 (6.0.148)

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## Symptom

During Visitor badge printing or Visitor Sign In with Badge printing, pressing the [OK] or [Sign In] buttons to print does not work.

This is a known issue in 6.0.148 that has a workaround outlined in this article.

## Resolution

This workaround requires that the **Cardholder Permission Groups** be modified for the operator printing visitor badges.

1) In System Administration, navigate to **Administration > Users > Cardholder Permission Groups** and select the **Badge** sub-tab

2) Enable the **Choose alternate printer** option found under the **Print Badges** section.

## Applies To

OnGuard 2008 (6.0.148)

## Additional Information

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