Unable to add hardware or hardware-related items in a OnGuard Distributed ID Master system

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Symptom

In an OnGuard system that contains a mobile badging station, you may encounter problems adding hardware (access panels, readers, etc.) or hardware-related items (access levels, alarms, etc.).

Scenarios that can cause this issue are detailed as follows.

Resolution

Scenario 1
OnGuard version 6.0.148, without Hot Fix 1.6 or later
Distributed ID Master
Not segmented

Resolution:
For Scenario 1, apply OnGuard 6.0.148 Hot Fix 1.6 or later.

Scenario 2
OnGuard version 6.1.222, without Hot Fix 3.0 or later
Distributed ID Master
Not segmented

Resolution:
For Scenario 2, apply OnGuard 6.1.222 Hot Fix 3.0 or later.

Scenario 3
Enterprise Master or Enterprise Region
Segmentation not enabled in the license

Resolution:
For Scenario 3, contact the Lenel Systems Integration Group to obtain the correct license, with segmentation enabled. Systems Integration can be reached by phone at (585) 267-7726, or by email at sig@lenel.com.

Scenario 4
Enterprise Master, but was intended to be configured as a Distributed ID Master
Segmentation not enabled in the license

Resolution:
For Scenario 4, change the type of the system to be a Distributed ID Master, and ensure either

OnGuard 6.0.148 Hot Fix 1.6 or later, OnGuard 6.1.222 Hot Fix 3.0 or later, or OnGuard 6.3.249 is applied, depending on the installed version of OnGuard.

Applies To

OnGuard 2008 (6.0.148), without Hot Fix 1.6 or later
OnGuard 2008 Plus (6.1.222), without Hot Fix 3.0 or later

Additional Information

None