



TROUBLESHOOTING GUIDE

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REVISION: A

PROBLEM: EPI Badging3000 operating problems (Refer to the EPIBadging3000 installation problem guide previous this guide).

TROUBLESHOOTING TIPS:

- 1) Verify CA3000 is configured to use Badging3000. Under “System/System Settings/Video Badging”, verify this setting is configured for Badging3000. If it isn’t, click “Edit”, select Badging3000, and click “Save”.**
- 2) You MUST run EPI from within the CA3000 software. The EPI program is a standalone program in the start menu. It’s very important never to run it outside the CA3000 software. To start EPI in the CA3000, click “Administration/PhotoID”. A Badging3000 Setup box will display with multiple buttons on it (NOTE: The Badging3000 Setup box might be minimized in your task bar. If so, click on it to maximize it). Verify this box has 4 buttons on it. If this box only has 2 buttons on it, you will need to contact Continental Access Technical support for a software upgrade. VERY IMPORTANT: (The only button you should select is “Design Cards”. Do not click on the other 3 buttons and change any settings). Changing settings associated with these other 3 buttons can cause serious problems. You must use all the default settings associated with these other 3 buttons.**

- 3) **If you are unable to preview a template after creating it, most likely the template is not designed properly. VERY IMPORTANT: (There are four very common errors that prevent a template from previewing correctly. Verify the four items below while designing your template):**

Item 1: Every template MUST have at least one dynamic text control on it (This doesn't include a dynamic image used for a photograph). In the properties for the dynamic text, you can select any database field (ex. Badge.Badge) for the "Data field name or expression" selection.

Item 2: If you are using a dynamic image control for a photograph, you MUST leave the field name blank under the Image tab. A common mistake is to select a field from the database.

Item 3: All templates MUST be saved in the CardAccess3000 folder. Do not save them in any other folders. Also, keep your template name to one short name.

Item 4: Your badge layout (portrait or landscape) must be configured in 2 areas. It needs to be configured under "File/Page Setup" and "File/Layout Properties". If you don't set it up in both areas, it will display the wrong orientation.

- 4) **If a new template is not showing up in Personnel under "Badge Type", verify you clicked "Import Template" in the "Badge Template" screen. The first time you create a new template, you MUST import it. After importing it one time, you only need to click "Update Template" after making changes to it.**
- 5) **If you are unable to do a live capture after an upgrade from the Goddard badging package, you will need to purchase the EPI Canon Plug-in option. Badging3000 doesn't support live capture unless you use the EPI Canon plug-in. This requires purchasing a license from Continental Access.**

- 6) If you are unable to concatenate two fields together in EPI, you need to use an expression in a dynamic text control. The expression will be as follows: “badge.firstname + ‘ ‘ + badge.lastname”. This will give you first name and last name separated by a space.**
- 7) If you are unable to find your custom fields in EPI, it’s because they’re not listed by the names you created. Custom fields are listed by userfield numbers (ex. Userfield1).**
- 8) While trying to upgrade from an older version of EPI, you don’t see “.dgn” files. Older versions of EPI had template extensions of “.gdr”. These “.gdr” files need to be saved as a “.dgn” file. After saving as a “.dgn” file, you will need to import the template again.**
- 9) If you are unable to see the photo after importing into EPI, verify the size of the photo (ex. Bmp or jpg) is less than 50k bytes. If the photo is too large, it will not display after importing it in.**
- 10) Magstripe encoding is not working properly after reinstalling the CA3000. If this occurs, verify your “Badging3000 setup box” displays 4 buttons. If it only displays 2 buttons, contact Continental Technical Support for an updated DLL. You need this updated DLL for magstripe encoding to work properly.**

