

Tech Tips



Problem: Access Denied: Overridden (Event ID 2007)

Product: Velocity

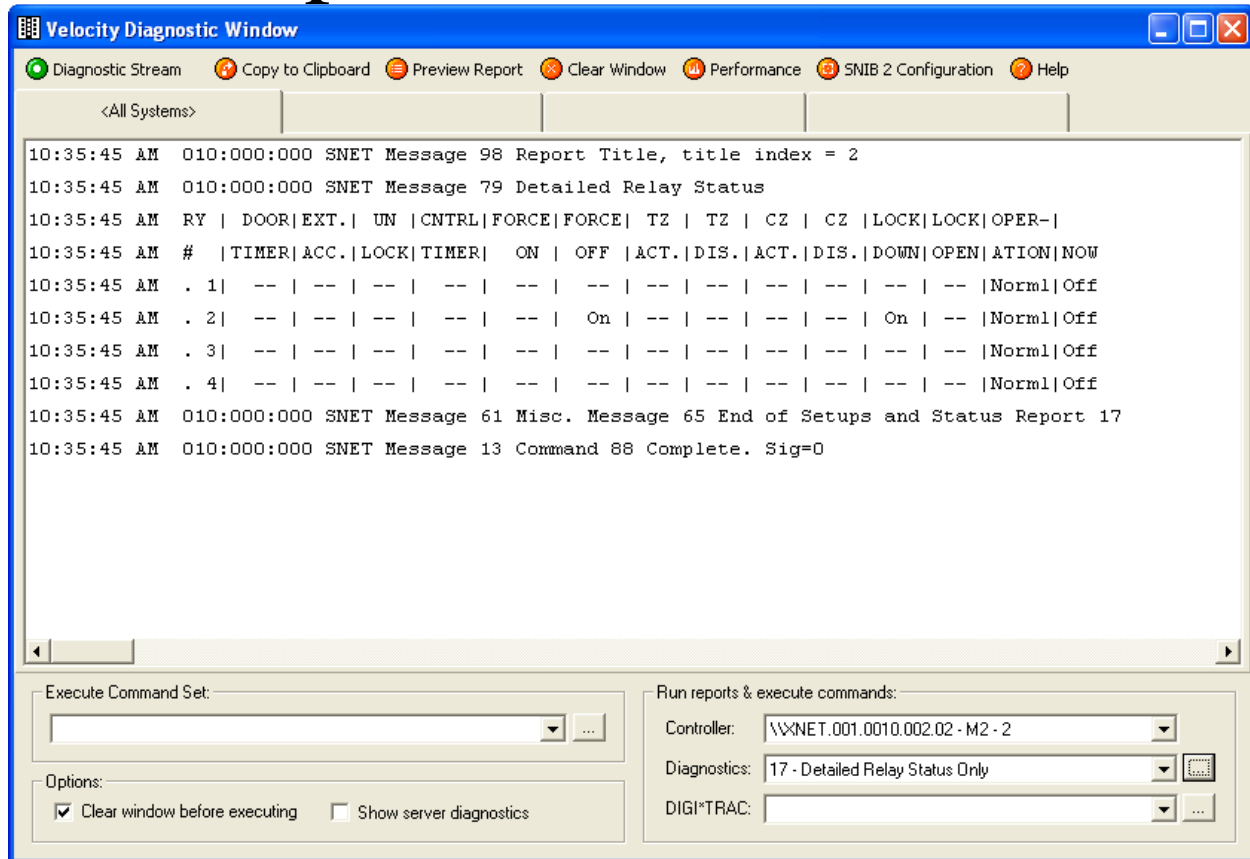
Explanation: An “*Access Denied: Overridden*” is an event message that you get when there is a higher priority taking over the relay for the door you are presenting your card or pin code too. There are two control options that will cause this behavior (Force Off and Lock Down). Both the Force Off and Lock Down functions can be set either manually or through programming of a Function Group. Below is an example of the “Access Denied: Overridden” message as it displays in the Event Viewer.

A screenshot of the Windows Event Viewer application. The window title is "Event Viewer". It displays a table of event logs. The table has six columns: Host Time, Controller Time, Description, Address, Event Type, and Event ID. One event is visible with the following details:

Host Time	Controller Time	Description	Address	Event Type	Event ID
4/30/2010 10:13:07 AM	4/30/2010 10:13:06 AM	Access Denied: Overridden Del Gonzalez Door 02-Reader 02	\\XNET.001.0010.002.02.SM02	DigiTrac Transaction	2007

Trouble shooting steps: There are two different ways to determine what the current state of the relay is; Status Viewer and Diagnostic Window

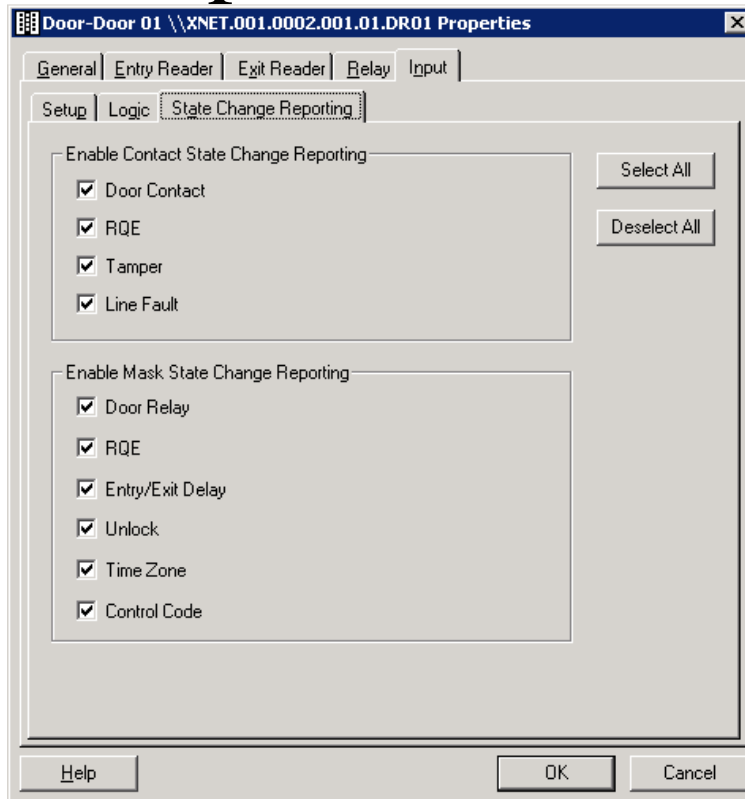
- The **Diagnostic Window** can be accessed via the Velocity Help drop down menu; Help>Diagnostic Window
Once in the Diagnostic Window you will need to select the controller you are trouble shooting the problem on from the “Controller” pull down menu then select option 17 for the “Diagnostic” pull down menu. Once selected click on the button to the right of the Diagnostic field to send the request to the controller. Option 17 (17 – Detailed Relay Status Only) will query the controller for the current state of its relays and it will return the information as shown on the below example.



The example above shows relay 2 as being in two different states; Forced Off and Lock Down Both of these conditions will give an “Access Denied: Overridden” message when presenting an access card or pin code to the door.

- The **Status Viewer** can be accessed from the Velocity icon menu or under the Console pull down menu within Velocity. The Status Viewer is an event driven status screen that requires enabling of state change reporting for every item you want to monitor within the Status Viewer. To enable state change reporting on the door you are working on you will need to go to the properties of the door, select the Input tab then the State Change Reporting tab. See example below.

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Once you have enabled all the state change reporting options click OK to send the information to the controller. In order to see the doors in the Status Viewer you will also need to define your Status Viewer Group to show the doors. See example of the Status Viewer showing door 2 being in a Locked Down and Force Off state under the "R Details" Column.

Door Name	Address	Status	Alarm	Masked	Enabled	1ALRM	2RQE	3TMPR	LM	LM Volts	Relay	R Details	2PR	Updated
Door 001	\\XNET.001.0010.002.02.DR01	Secure	-	-	Yes	X	//	X	3	3.57	OFF	none	No	04/30/2010 10:54:07 AM
Door 02	\\XNET.001.0010.002.02.DR02	Secure	-	-	Yes	X	//	X	3	3.59	OFF	lock down,force off	No	04/30/2010 10:54:29 AM
Door 03	\\XNET.001.0010.002.02.DR03	-	-	-	Yes	-	-	-	-	0.00	OFF	-	No	04/30/2010 10:54:07 AM
Door 04	\\XNET.001.0010.002.02.DR04	-	-	-	Yes	-	-	-	-	0.00	OFF	-	No	04/30/2010 10:54:07 AM

Once you determine the condition of the door that is causing the Access Denied: Overridden message you will need to execute the Release condition for it.

For example: If the door is in a Force Off state you will need to execute a Force Off Release ; or if it's in a Lock Down state you will need to execute a Lock Down release.

These release options can be sent from the Status Viewer directly by right mouse clicking on the door, select Control Functions then the appropriate release option; or you can do the same from the door itself from within the Administration window.