

How do I view an invalid facility code

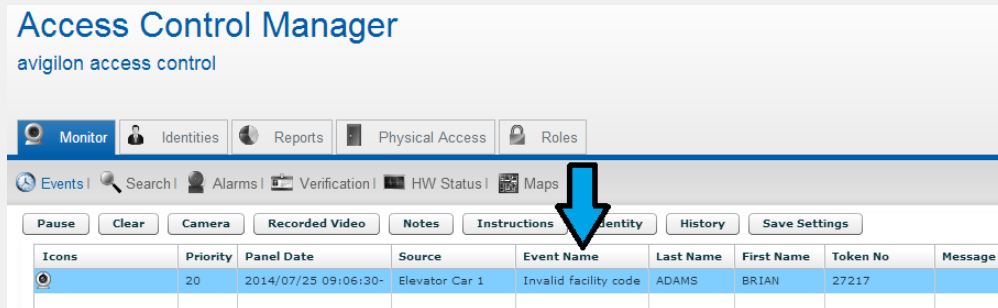
Symptoms When swiping a card you receive the event 'Invalid Facility Code' in the monitor and access is not granted through the door. The facility code on the card is not known and not printed on the card.

Environment ACM all versions, RedCloud all versions

Resolution

Viewing the facility code in the ACM Monitor

When an invalid facility code event occurs, the facility code can be viewed in the ACM Monitor by using the following procedure:



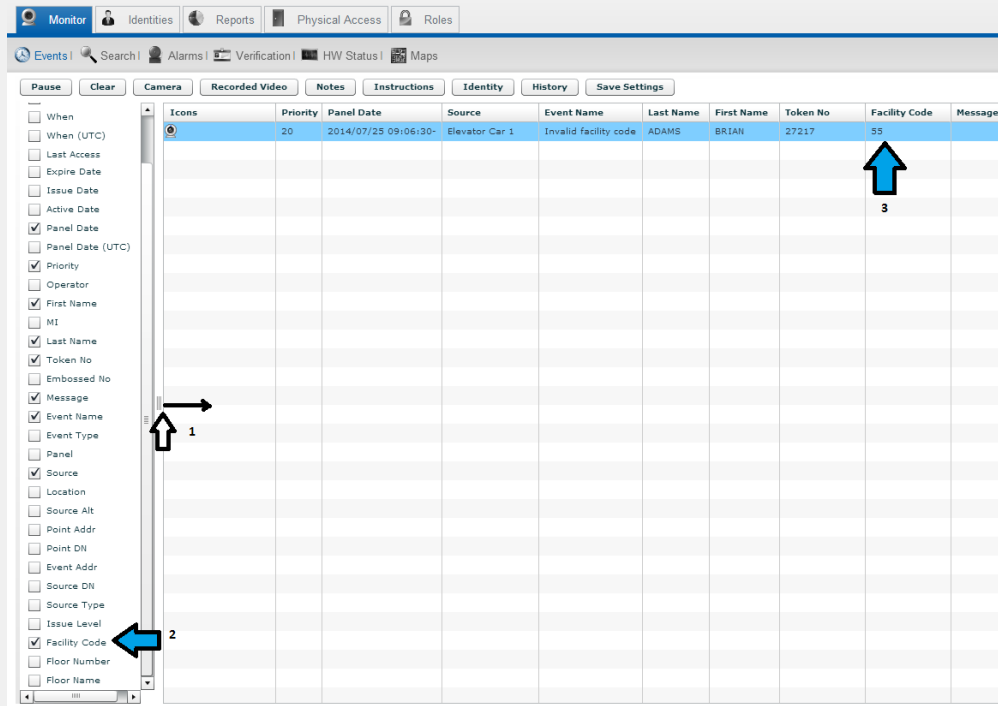
An Invalid Facility

Code event is displayed in the Monitor page.

Step 1: With the mouse, left click and hold the slider bar on the left hand side of the Events grid and slide the divider to the right. This will reveal the columns selection list.

Step 2: Check the box for 'Facility Code' to add that column to the Monitor display.

Step 3: Note the facility code is now displayed for the event.



The Card Format can be edited and the proper facility code can be entered and saved to use the new facility code value.

This can be done on the Physical Access > Card Formats page by editing the appropriate card format and entering the facility code in the Facility Code field.

Saving the format will automatically download the changes.

Monitor Identities Reports **Physical Access** Roles

Doors | Panels | Areas | EOL Resistance | **Card Formats** | Events | Global Actions | Global Link

Card Format: Edit

Name: 26 bit wiegand

Card Format Type: Wiegand

Facility Code: 55

Card Number Length: 16

Offset: 0

Card Location: 9

Max Bits: 26

Issue Level Length: 0

Even Parity Length: 13

Issue Location: 0

Even Parity Location: 0

Odd Parity Length: 13

Odd Parity Location: 13

Facility Code Length: 8

Facility Code Location: 1

Step parity by 2

Suppress facility check

Corporate card mode

Enable 37 bit parity w/4

Enable 37 bit parity w/2

Enable 75 bit transparent mode

Reverse card format

Root Cause The card being used has a different facility code than the Card Formats assigned to the door.

Additional Notes If several different facility codes are to be used in the ACM system, a separate format for each facility code will need to be added. A single card format may have only one facility code entered. A maximum of 8 card formats are allowed in the ACM system.

Attachment