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.

![Event Viewer](image1.png)

**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.

![Diagnostic Window](image2.png)
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.
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.

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.