

# 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.



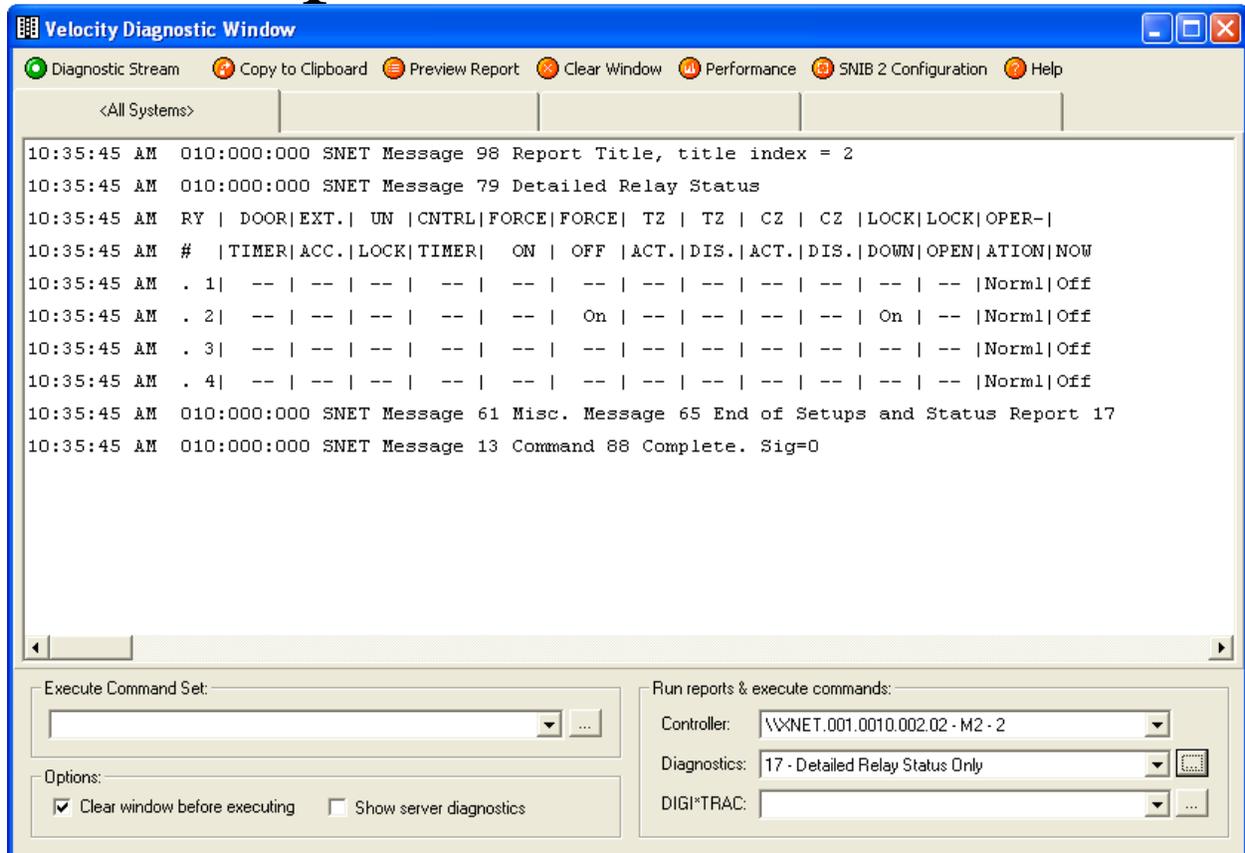
The screenshot shows a window titled "Event Viewer" with a table of event logs. The table has six columns: Host Time, Controller Time, Description, Address, Event Type, and Event ID. The first row contains the following data:

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	\\VNET.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.

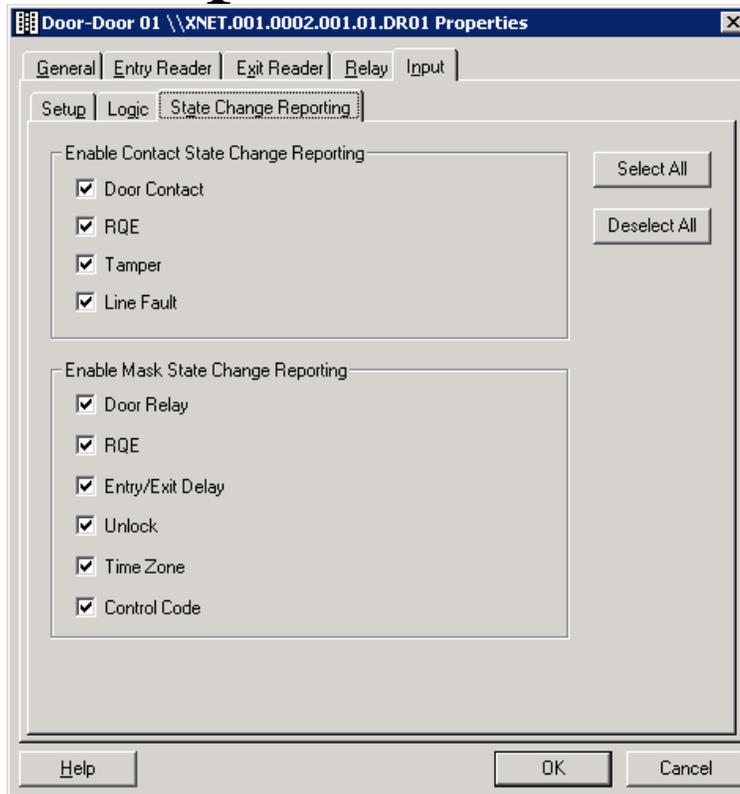
# Tech Tips



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.

# Tech Tips



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.

The screenshot shows the 'Status Viewer' application window. It has a menu bar with 'Masked' and 'Status Group' options. Below the menu bar is a table with the following columns: Door Name, Address, Status, Alarm, Masked, Enabled, 1ALRM, 2RQE, 3TMPR, LM, LM Volts, Relay, R Details, 2PR, and Updated. The table contains four rows of data for Door 01, Door 02, Door 03, and Door 04. Door 02 is highlighted in yellow, indicating it is selected. The 'R Details' column for Door 02 shows 'lock down,force off'.

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 002	\\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 003	\\XNET.001.0010.002.02.DR03	-	-	-	Yes	-	-	-	-	0.00	OFF	-	No	04/30/2010 10:54:07 AM
Door 004	\\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.