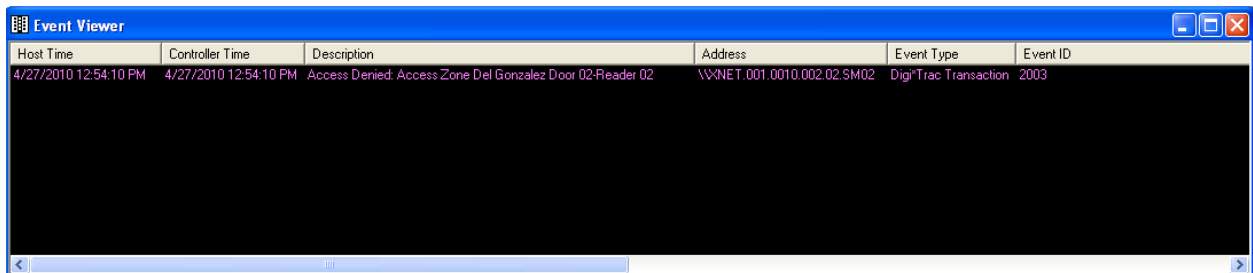


Tech Tips

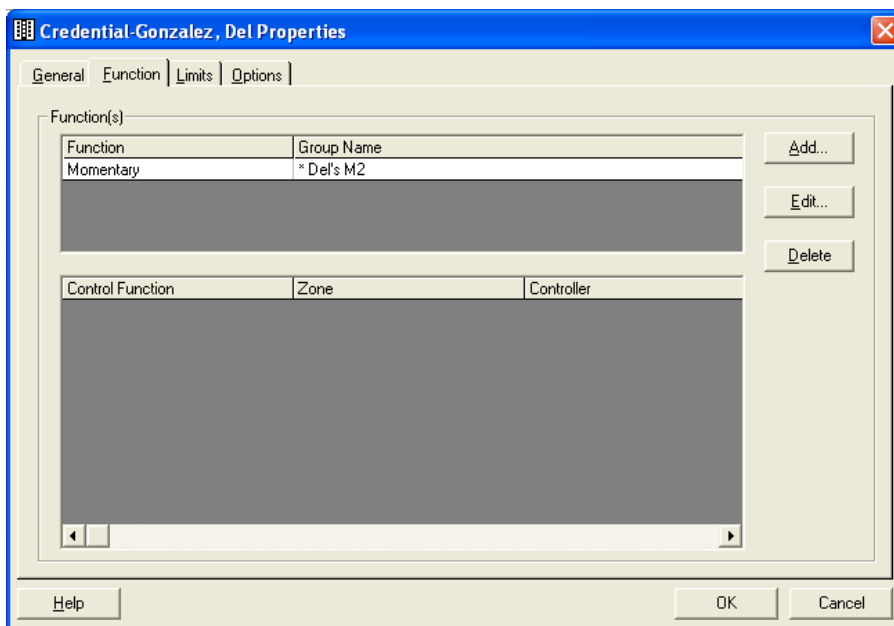
Problem: Access Denied: Access Zone

Product: Velocity

Explanation: Velocity allows the restriction of door access by using Door Groups. Door Groups associate doors to time zones. If the user's access is restricted by a certain time in the door group, this will cause the Access Denied: Access Zone event to display in Velocity's Event Viewer.



Trouble shooting steps: Identify the person who is getting denied, his name will appear to the right of the Access Denied message in the Event Viewer. In the Enrollment Manager find the person, right click on his Credential and select "Properties". From within the Credential Properties select the Function tab, this will display the door group(s) assigned to this credential.



Tech Tips

Once the door group is identified you can then go to the Door Groups and edit the door group to review the doors and time zone combinations for this door group. See below example.

