

Tech Tips

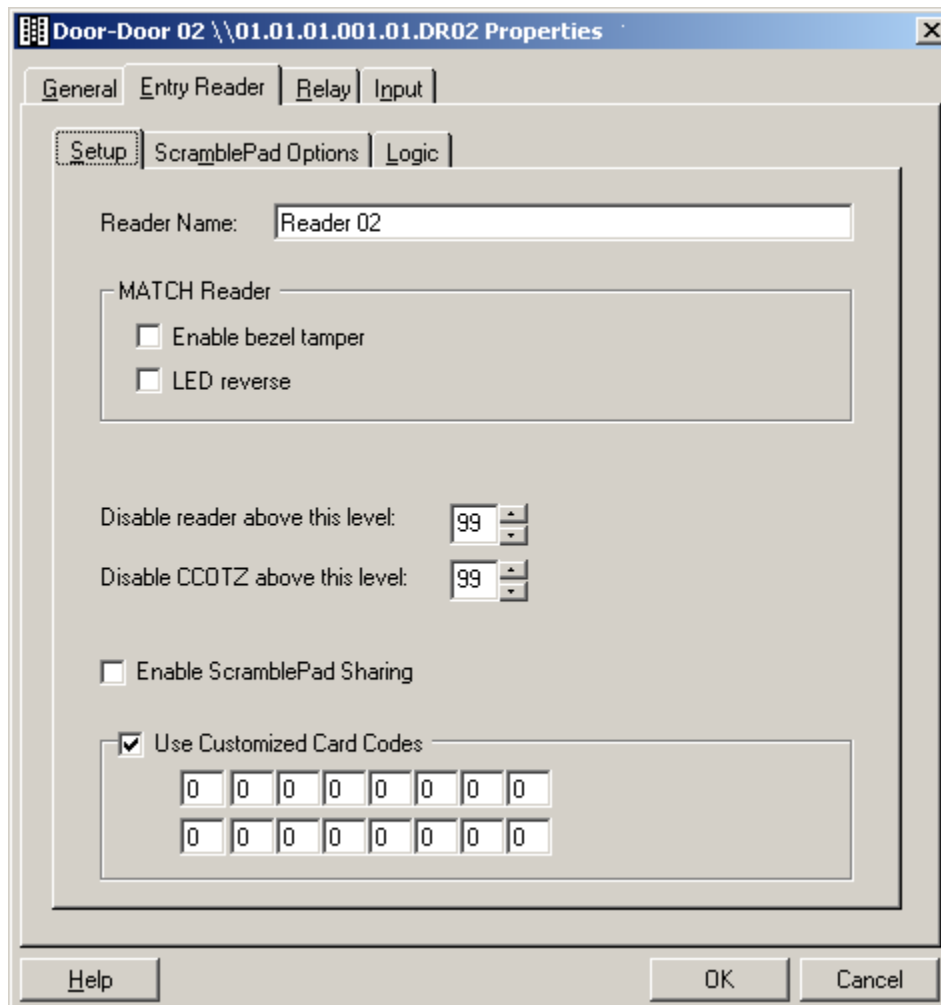
Problem: Access Denied Card: 00000000

Product: Velocity

Explanation: Access Denied Card: 00000000 indicates that the match code generated from the card is reporting as eight zeros (00000000). Invalid code reporting must be enabled at the controller in order for the match code to be displayed (Controller Properties > Reporting > Invalid Codes), otherwise the message will be displayed as “Access Denied Card” with no match code shown.

This behavior is a known issue with the 7.4.02 CCM firmware update (see release notes for CCM 7.4.06). The “Use Customized Card Codes” feature was being enabled when it should be disabled by default.

Trouble shooting steps: For Velocity 3.0 and older; Edit the properties of each affected reader and uncheck the “Use Customized Card Codes” check box located towards the bottom of the “General” tab.



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In Velocity 3.1; Edit the properties of each affected reader and select <None> for the “Custom Card Codes” option.

