701 Client

Software User Manual

701 CLIENT

November 2017

Version 1.1

INTRODUCTION

Soyal Access Control Systems use Tokens and/or Cards to provide users with access to doors. Each Token/Card within the system will have a unique user number which they are identified to during programming. Within the software additional user details can be stored, this will include token/card allocated to the user, the access rights of the user number and details such as Name, Department etc as required. See page 3 for examples.

Your installer will have set up Time Zones and Door Groups if you have requested them. Each Token or Card within a system is associated to a unique User Number, by selecting the relevant User Number the access rights of the associated Token or Card can be set and modified.

As a user of the 701 Client software you will have been provided with a Login Name and Password by your installer. Your Login Name and Password will enable you to amend the access rights of Users and to allocate Users to specific Door Groups or Time Zones if available. Your Login Name and Password will also provide access to Daily Transaction Records which store all transactions for all doors on a day by day basis.

Please Note
Any changes made in the 701 Client software will not be implemented until the revised data is downloaded to the controller(s) see page 12.

Once a system is configured and operating it is not advisable turn off the computer or disconnect the interface (USB or Ethernet) as this will stop communication to the controllers. If the communication is interrupted when it is re-established there may be a period where the software runs very slowly. This is because the software will be updating with all of the events that have taken place at each controller whilst the interface has been disconnected.

701 Client can be minimised and will continue to run in the background if required.

Once a system is configured and controllers have been updated all controllers will function as stand alone devices if for any reason the network connection fails.

Door controllers have limits for the number of users that can be stored. For most systems this will be 1024 users. More complex systems can have higher numbers of users.

USER NUMBER EXAMPLES

USER No	Site Code	Card Code	Name	Validity
00000	00000	00000		Not In Use
00001	00100	10500	Fred Bloggs	In Use
00002	00100	10501	George Jones	In Use
00003	00000	00000		Not In Use
00004	00100	10502	Mary Jones	In Use
00005	00000	00000		Not In Use
00006	00000	00000		Not In Use
↓	↓	↓		↓
01023	00000	00000		Not In Use

Always add additional cards/tokens into empty user numbers. If you are adding a batch of sequential cards/tokens always check that all of the user numbers that will be included in the batch are not in use. i.e. if you are adding 50 cards/tokens in sequence from user number 00022 you will need to check that user numbers 00022 to 00071 are not in use.

CARD CODE
SITE CODE
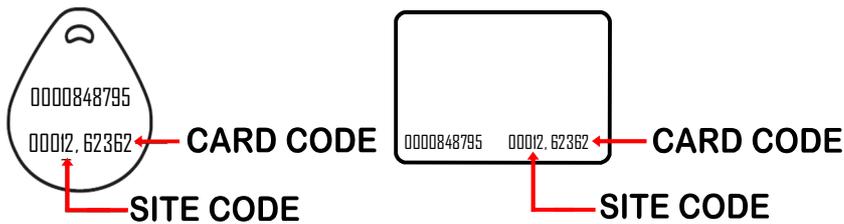
CARD CODE
SITE CODE

The site code is the first 5 digits, the card code is the next 5 digits. The site code and card code will not show any leading zeros when entered into the User Card Edit screen for example site code 00012, card code 00102 will display as site code 12, card code 102 in the User Card Edit screen.

CONTENTS

BASIC FUNCTIONS

STARTING THE SOFTWARE AND LOGIN

To access 701Client software double click the short cut icon on the desktop or select 701Client from the "Start" menu.

At the login screen enter the User name and Password provided by your installer .

The initial screen will usually show live current transaction records (similar to the example below) , if there are no transaction records showing refer to Page 15.

ADDING AND MANAGING USERS

Tokens can be added individually or in sequential batches.

1 Click button 8 "Users", the User Card Edit window will open.

2 Tick the "Lock" box, this locks the screen on a live system to enable adding, editing or deleting of tokens. If the screen is unlocked, it will jump to the user number of every valid token presented to a reader.

3 Select the relevant User Number with the up and down arrows (see page 2&3)

4 Input the token number in the two boxes, the token number is made up of a Site Code and a Card Code. The Site Code goes in the left hand box and the Card Code goes in the right hand box (see page 3)

5 Select Card Only with the drop down arrow.

6 Select relevant Time Zone if set, if not required leave as default which is "ALL"

7 Select relevant Door Group if set, if not required leave as default which is "ALL"

8 Enter Name of User if required.

9 Enter Department names if required. To edit the department names, highlight the text showing " Dep_00" and "Dep2_00" and type in the required name.

10 Click Save.

If multiple cards/tokens are to be installed refer to Page 7 Otherwise when all card/token modifications are complete and saved click exit **11** then proceed to download the revised data to the controller(s) See page 12

COPYING USER DETAILS

Multiple sequential Tokens can be added by entering the details of the lowest numbered Token and copying the details into the database using the Card Copy function.
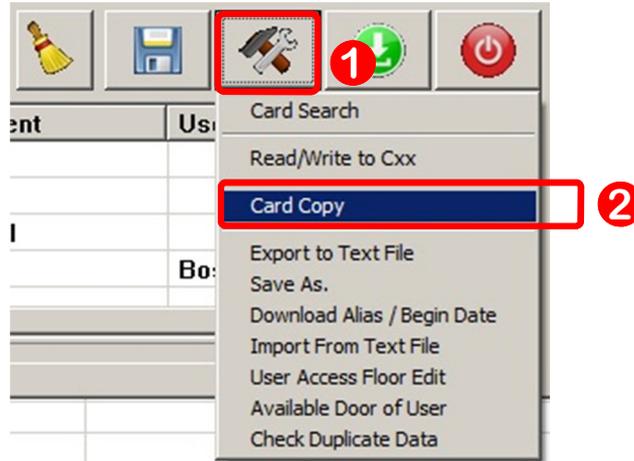
1 Click on the "Tools" button with the User Card Edit window open.

2 Select "Card Copy" from the drop down menu, the following window will open.

Adding 50 cards/tokens, all data copied except User Name. Cardcode will Increment automatically.

3 Enter the Start and End Addresses. The Start Address is the User Number of the Token to be copied, the End Address is the User Number of the final Token to be added. For example, If the Token to be copied is entered as User Number 14, and 20 Tokens need to be programmed, the Start Address is 14 and the End Address is 33.

4 Select the parameters as shown, leaving User Name unticked.

5 Click "YES", the Tokens will be copied into the database and the window will close.

When the "Card Copy" window closes the "User Card Edit" window will remain open. Either continue editing user card data or Save and Exit .

DELETING USER DETAILS

Tokens can be deleted individually or in sequential batches. To delete individual tokens:-

❶ Click button 8 "Users", the User Card Edit window will open.
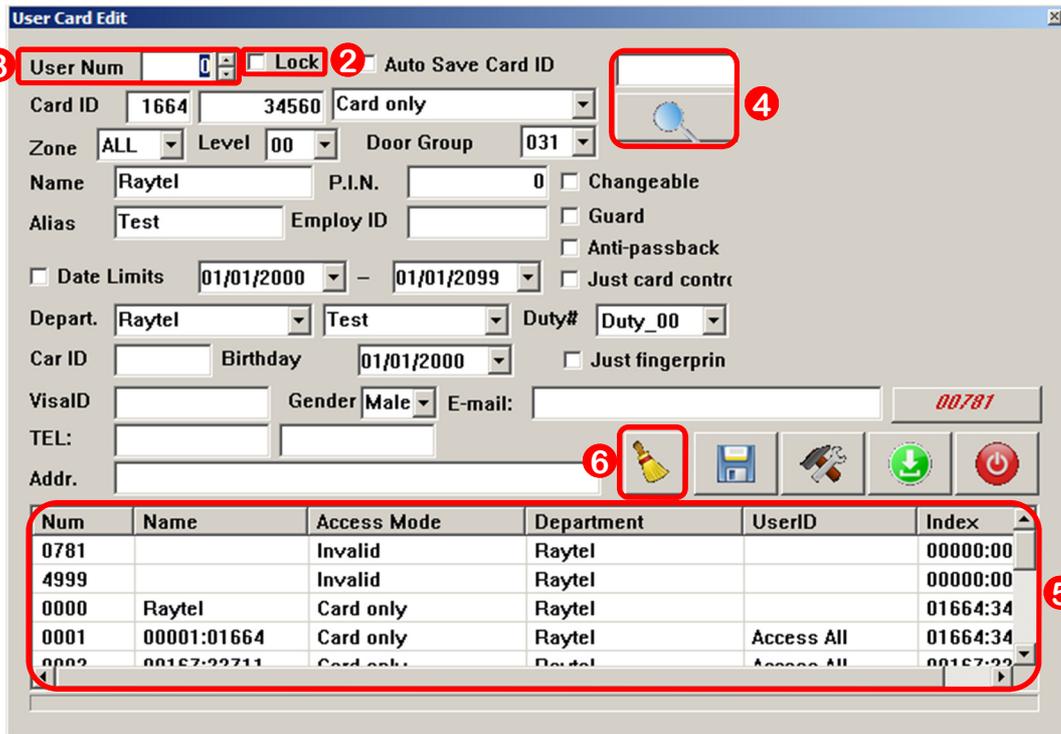
❷ Tick the "Lock" box, this locks the screen on a live system to enable adding, editing or deleting of tokens. If the screen is unlocked, it will jump to the user number of every valid token presented to a reader.

❸ Select the relevant User Number with the up and down arrows.

❹ If the User Number is unknown, enter the User Name or Card Code of the token to be deleted in the search box and click the "Search " button.

❺ The search results will be shown in this section. To select the Token to be deleted, double click on the line containing the user data.

❻ Click the "Clear Data Field" button, the following window will open.
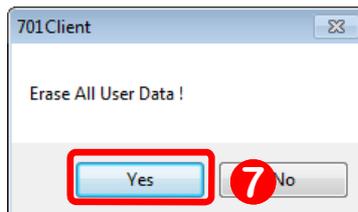
❼ Click the "Yes" button, the details for the current user card will be deleted. Repeat for all cards to be deleted or see page 9 for deleting a sequential batch of cards/tokens.

DELETING SEQUENTIAL USER DETAILS

Multiple card/token details can be deleted by entering the details of the lowest
Numbered blank User and copying the details into the database using the Card Copy
function. Delete all of the data for the lowest numbered user in the sequence as detailed on
page 8.
Then proceed as follows to remove all data from sequential User numbers.
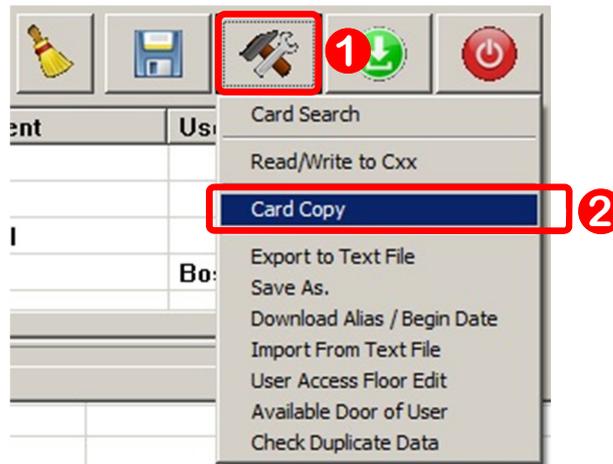
1 Click on the "Tools" button within the User Card Edit window.

2 Select "Card Copy" from the drop down menu, the following window will open.
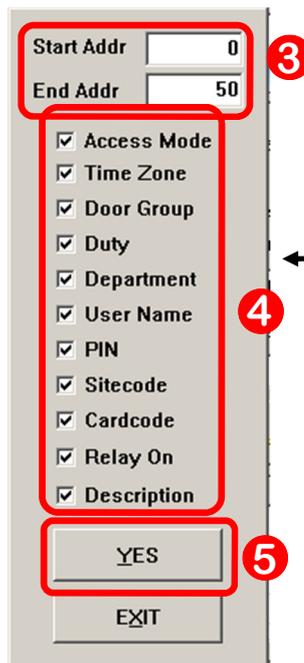
Deleting 50 cards/tokens, all
data copied. Card code will
Increment automatically.

The first card/token in the
sequence must have had all
of its data deleted by using
the delete token
information on page 8.

3 Enter the Start and End Addresses. The Start Address is the User Number of the Token
to be copied, the End Address is the User Number of the final blank Token to be cleared.
For example, If the Token to be cleared is entered as User Number 14, and 20 Tokens need
    to be cleared, the Start Address is 14 and the End Address is 33.

4 Select all parameters as shown.

5 Click "YES", the blank Tokens will be copied into the database and the window will
    close.

When the "Card Copy" window closes the "User Card Edit" window will remain open.
Either continue editing user card data or Save and Exit .

DOOR GROUPS

Access through doors can be restricted so that certain users are only allowed through certain doors. This is done by allocating users to Door Groups. Your installer should have pre-configured Door Groups and named the doors within the groups to reflect the specifics of your building or buildings.
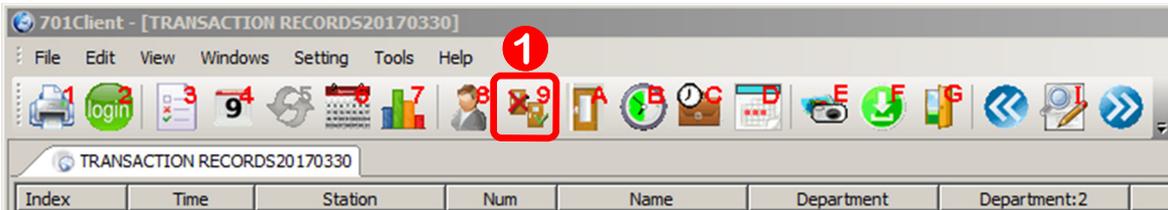
1   To check available Door Groups Click button 9 "Door Group Edit", the Door Group Edit window will open as shown below:
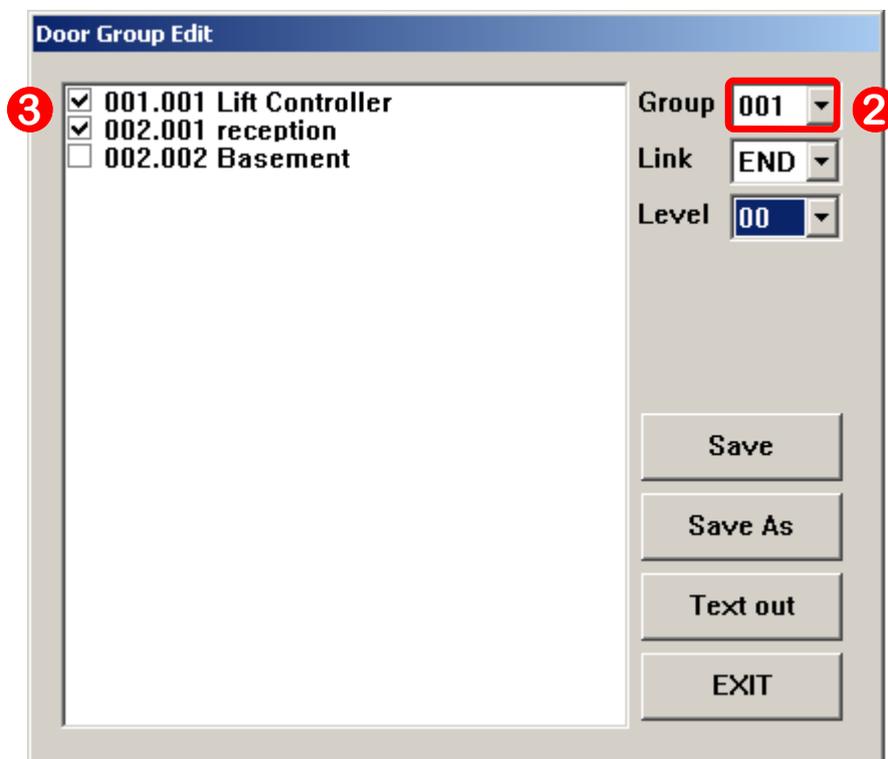
If your access rights are set correctly you will be able to view Door Groups but not modify them. The Door Group can be selected by number on the drop down shown at **2**
Each Door Group will contain the Doors that are named on your system. Doors that are ticked as in **3** above are part of that Door Group.

If the Door Group is set for a user in the 'User Card Edit Screen' the user will only be able to access the doors within the "Door Group"

TIME ZONES

Users can be allowed access by Time Zones. This enables access only at certain times and can also be configured so that access is restricted by day or a combination of time and day.

For example a cleaner could be allowed access only between Monday to Friday from 5:00 AM to 7:00 AM Your installer should have pre-installed Time Zones to reflect your Specified requirements.
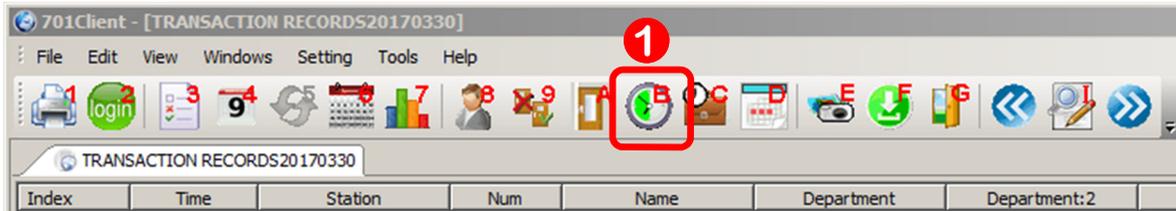
1 To check available Time Zones click button B "Time Zone Edit" The "Time Zone Edit" window will open as shown below:
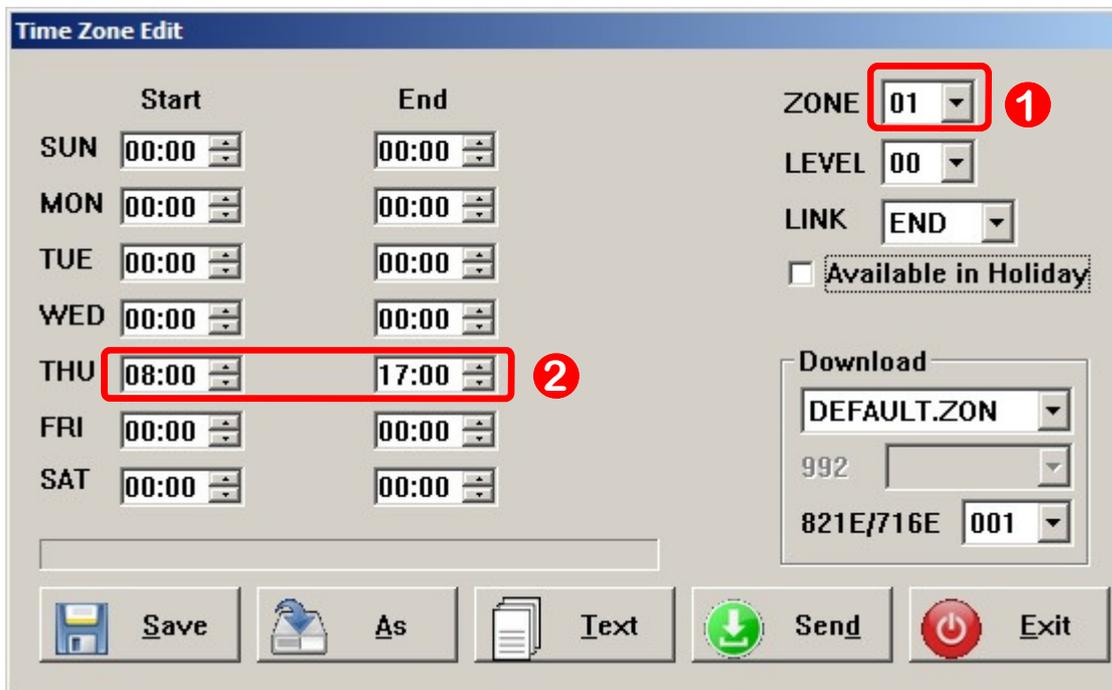
As you can see above Time Zone 1 **1** is enabled for Thursday only between 8:00 AM and 5:00 PM **2**

By using the drop down menu at **1** the different Time Zones can be viewed. Time zones can be allocated to users on the User card Edit screen as shown on Page 6.

Close the window by clicking Exit

DOWNLOADING CHANGES TO CONTROLLERS

Once changes have been made, they must be downloaded to the controllers.
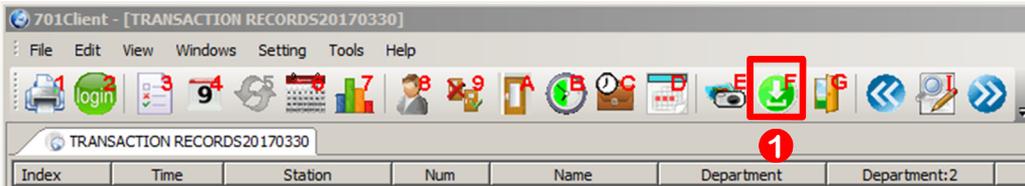
1 Click button F "Download Data", the Download To Controller window will open.
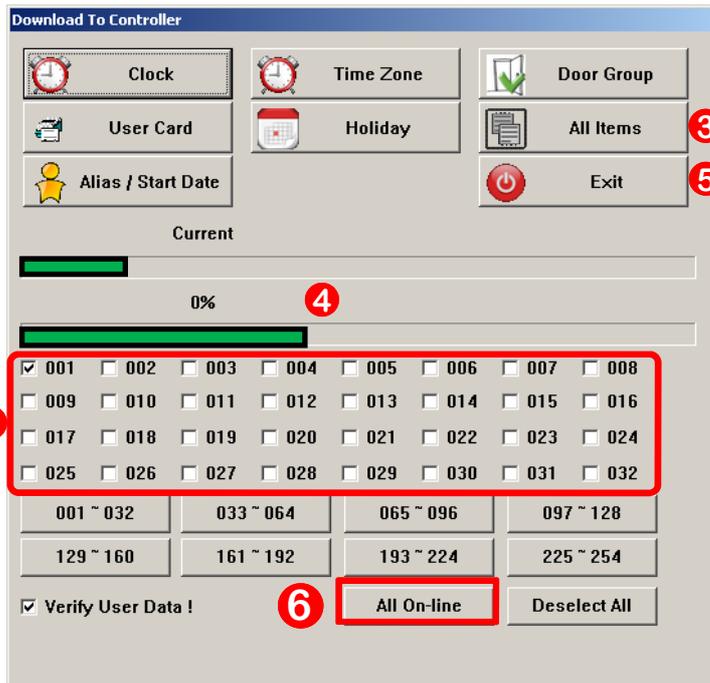
2 Select the controllers to be updated (If it is all controllers click "All On-line") **6**

3 Click "All Items" button.

4 The green progress bars and percentage indicator will slowly increase.
   When the download has finished the window will close.

5 If you do not wish to download data click Exit.

BACKING UP THE DATABASE

We would recommend backing up the database manually before any major changes are made and also on a regular schedule. Changes are stored within the 701 Client software automatically however a system crash or inadvertent deletion of data may render the software inoperable. Regular external backups will enable the system to be restored to the configuration at the time of the last backup. Before proceeding with the Backup process shown below create a folder in an appropriate location where the data is to be saved.
We would recommend creating a folder on the desktop named "701 Client Backups" within that folder create additional folders with names that reflect the dates of the backups.
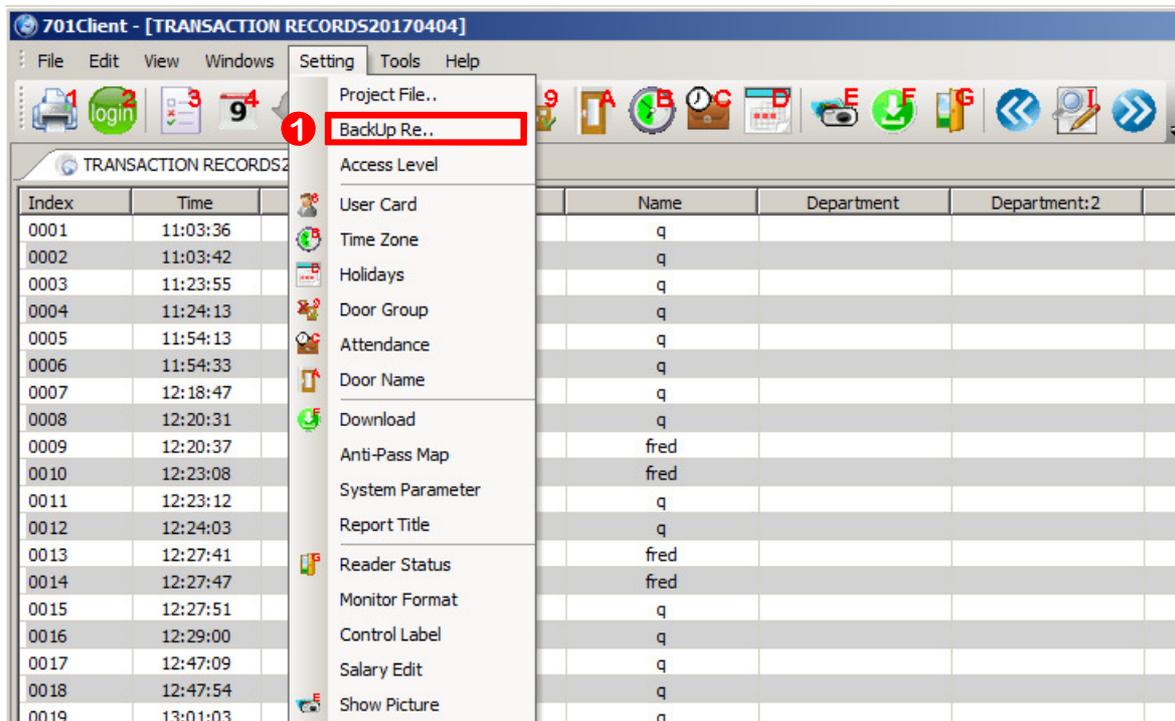
To back up the 701Client Data to an external source:

1 Select "Backup Re…" from the Setting menu. The screen below will then appear.
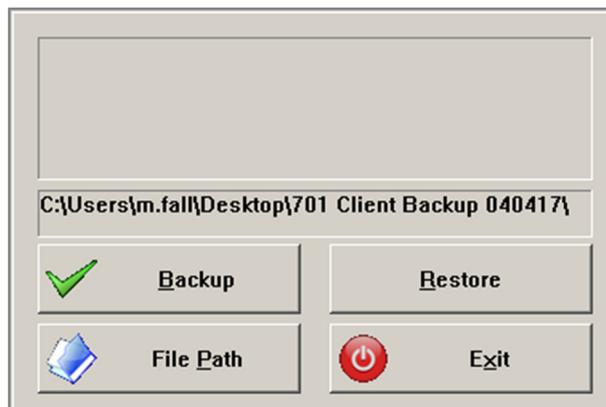
Click on the button marked File Path.

BACKING UP THE DATABASE

Use the "Browse for Folder" window to locate the folder created earlier for the backup data. Highlight the folder by left clicking once, then left click the OK button. The "Browse for Folder" window will then close.
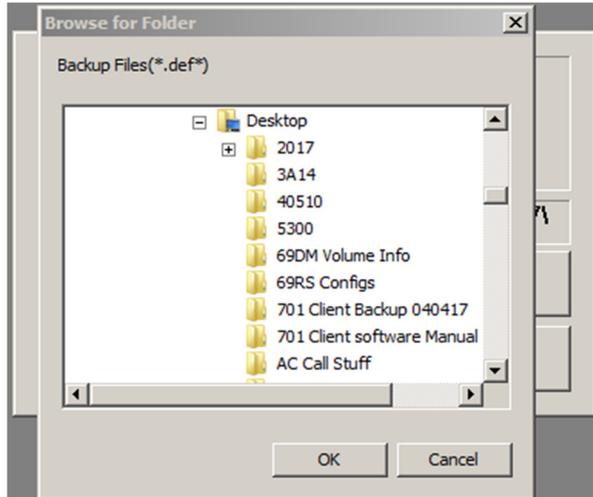
The window below will then show the File Path i.e. C:\Users\m.fall\Desktop\701 Client Backup 040417\
The backup folder in this case has been named "701 Client Backup 040417"
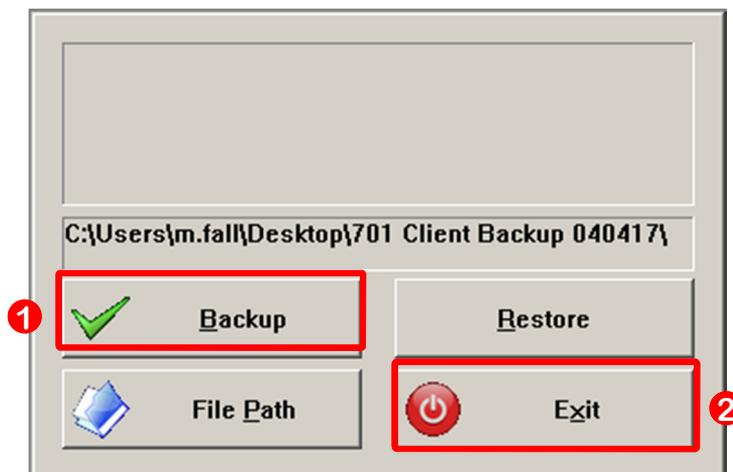
Check the file path is correct.

Left click "Backup" to backup the data. ❶
Once the backup is complete Left Click the Exit Button ❷

DAILY EVENT LOGS

When 701 Client is started you will usually have the current daily Transaction Record displayed as shown below.

701Client - [TRANSACTION RECORDS20150519]

File   Edit   View   Windows   Setting   Tools   Help

TRANSACTION RECORDS20150529   TRANSACTION RECORDS20150519

Index	Time	Station	Num	Name	Department	Department:2	U...	Status	Detail
0019	14:10:04		02					(L23)Controller On Line	
0020	14:10:29		02	q				(L21)Logout Server	
0021	14:10:38		02	q				(L20)Login Client	
0022	14:10:46	002-01:Lift 2	0205		Security	Workshop		(M11)Normal Access	In (00100:10886)
0023	14:10:48	002-02:	0205		Security	Workshop		(M11)Normal Access	In (00100:10886)
0024	14:14:23	002-02:	0205		Security	Workshop		(M11)Normal Access	In (00100:10886)
0025	14:14:32	002-01:Lift 2	0205		Security	Workshop		(M11)Normal Access	In (00100:10886)
0026	14:14:38	002-02:	0205		Security	Workshop		(M11)Normal Access	In (00100:10886)
0027	14:15:25	002-02:	0205		Security	Workshop		(M11)Normal Access	In (00100:10886)
0028	14:15:29	002-01:Lift 2	0205		Security	Workshop		(M11)Normal Access	In (00100:10886)
0029	14:18:48		02	q				(L20)Login Server	
0030	14:19:25		02	q				(L21)Logout Server	
0031	14:19:33		02	q				(L21)Logout Client	
0032	14:21:39		02	q				(L20)Login Client	
0033	14:21:44	002-01:Lift 2	0205		Security	Workshop		(M11)Normal Access	In (00100:10886)
0034	14:24:59	002-02:	0205		Security	Workshop		(M11)Normal Access	In (00100:10886)
0035	14:25:03	002-01:Lift 2	0205		Security	Workshop		(M11)Normal Access	In (00100:10886)
0036	14:27:55	002-02:	0199		Security	Workshop		(M05)Door Group error	00100:10886
0037	14:27:59	002-01:Lift 2	0199		Security	Workshop		(M11)Normal Access	In (00100:10886)
0038	14:29:30	002-02:	0199		Security	Workshop		(M04)Time Zone error	00100:10886
0039	14:29:34	002-01:Lift 2	0199		Security	Workshop		(M04)Time Zone error	00100:10886
0040	14:31:24	002-01:Lift 2	0199		Security	Workshop		(M11)Normal Access	In (00100:10886)
0041	14:31:27	002-02:	0199		Security	Workshop		(M05)Door Group error	00100:10886
0042	14:31:39		02	q				(L21)Logout Client	
0043	14:39:25	002-01:Lift 2						(M16)Egress	
0044	14:45:31	002-02:	0199		Security	Workshop		(M05)Door Group error	00100:10886
0045	14:45:35	002-01:Lift 2	0199		Security	Workshop		(M11)Normal Access	In (00100:10886)
0046	14:45:48	002-01:Lift 2	0199		Security	Workshop		(M11)Normal Access	In (00100:10886)
0047	14:46:01	002-01:Lift 2	0199		Security	Workshop		(M04)Time Zone error	00100:10886
0048	14:46:06	002-02:	0199		Security	Workshop		(M04)Time Zone error	00100:10886
0049	14:46:09	002-01:Lift 2	0199		Security	Workshop		(M04)Time Zone error	00100:10886
0050	14:48:38	002-01:Lift 2	0199		Security	Workshop		(M04)Time Zone error	00100:10886
0051	14:56:46		02	q				(L20)Login Client	
0052	14:58:06	002-01:Lift 2	0199		Security	Workshop		(M11)Normal Access	In (00100:10886)
0053	14:58:07	002-02:	0199		Security	Workshop		(M05)Door Group error	00100:10886
0054	14:58:24		02	q				(L21)Logout Client	
0055	14:59:01		02					(L22)Controller Off Line	
0056	15:36:17		02	q				(L20)Login Client	
0057	15:41:50		02	q				(L21)Logout Client	

Press F1 for HELP   NUM 13:37:28

If the transaction record is not displayed or you wish to view transaction records for other days select Icon 3 Daily Transaction Records as identified above. This will open the window below.

Open

Computer ▸ Windows (C:) ▸ Program Files (x86) ▸ 701Server ▸   Search 701Server

Organize ▾   New folder

Name ^	Date modified	Type	Size
20170321	21/03/2017 09:11	Outlook Item	1 KB
20170322	22/03/2017 15:43	Outlook Item	1 KB
20170324	24/03/2017 17:26	Outlook Item	1 KB
20170327	27/03/2017 15:44	Outlook Item	1 KB
20170328	28/03/2017 13:49	Outlook Item	1 KB
20170329	29/03/2017 13:09	Outlook Item	1 KB
20170330	30/03/2017 16:59	Outlook Item	3 KB
20170403	03/04/2017 17:15	Outlook Item	1 KB
20170404	04/04/2017 15:27	Outlook Item	4 KB
20170405	05/04/2017 16:58	Outlook Item	8 KB
20170406	06/04/2017 15:06	Outlook Item	1 KB

20170406 Date modified: 06/04/2017 15:06   Date created: 06/04/2017 12:56
Outlook Item   Size: 700 bytes

File name: 20170406   Message Records(*.msg)

Open   Cancel

Favorites
Libraries
Computer
Windows (C:)
RSS DOCS (G:)
General Data (H:)
Document Store (J:)
cad (\\vm-file) (M:)
Labels (N:)
m.fall (\\vm-file\home_drive) (P:)
Departments (Q:)
Apple iPhone

The records are stored in the following format: 20170406 This is a year/month/day Format.
As each daily record is opened the windows will be tiled on the main screen.

To open the current daily event log select the folder that has the required year/month/day reference.

TROUBLESHOOTING WITH VALID 701 CLIENT EVENT LOG MESSAGES

701Client - [TRANSACTION RECORDS20171110.msg]

File   Edit   View   Windows   Setting   Tools   Help

Index	Time	Station	Num	Name	Department	Department:2	UserID	Status	Detail
0001	15:01:36		02	q				(L20)Login Client	
0002	15:01:54	001-01:Controller1 Door1	0001	User 1	Dep_00	Dep2_00		(M11)Normal Access	00065:52184
0003	15:01:59	001-02:Controller1 Door2	0001	User 1	Dep_00	Dep2_00		(M11)Normal Access	00065:52184
0004	15:02:01	002-17:Controller2 Door3	0001	User 1	Dep_00	Dep2_00		(M11)Normal Access	00065:52184
0005	15:02:04	WG:002-18:Controller2 Door3 ...	0001	User 1	Dep_00	Dep2_00		(M11)Normal Access	00065:52184
0006	15:02:06	003-03:Controller3 Door4	0001	User 1	Dep_00	Dep2_00		(M11)Normal Access	00065:52184
0007	15:02:08	WG:003-03:Controller3 Door4	0001	User 1	Dep_00	Dep2_00		(M11)Normal Access	00065:52184
0008	15:02:47	001-01:Controller1 Door1	0002	User 2	Dep_00	Dep2_00		(M11)Normal Access	03997:37952
0009	15:02:50	001-02:Controller1 Door2	0002	User 2	Dep_00	Dep2_00		(M05)Door Group error	03997:37952
0010	15:02:53	002-17:Controller2 Door3	0002	User 2	Dep_00	Dep2_00		(M05)Door Group error	03997:37952
0011	15:02:55	WG:002-18:Controller2 Door3 ...	0002	User 2	Dep_00	Dep2_00		(M05)Door Group error	03997:37952
0012	15:02:57	003-03:Controller3 Door4						(M03)Invalid card	03997:37952
0013	15:03:00	WG:003-03:Controller3 Door4						(M03)Invalid card	03997:37952
0014	15:03:12	001-01:Controller1 Door1						(M03)Invalid card	00100:10886
0015	15:03:16	001-02:Controller1 Door2						(M03)Invalid card	00100:10886
0016	15:03:19	002-17:Controller2 Door3						(M03)Invalid card	00100:10886
0017	15:03:22	WG:002-18:Controller2 Door3 ...						(M03)Invalid card	00100:10886
0018	15:03:26	003-03:Controller3 Door4	0004		Dep_00	Dep2_00		(M11)Normal Access	00100:10886
0019	15:03:29	WG:003-03:Controller3 Door4	0004		Dep_00	Dep2_00		(M11)Normal Access	00100:10886
0020	15:03:40	001-01:Controller1 Door1	0003	User 3	Dep_00	Dep2_00		(M04)Time Zone error	00036:50454
0021	15:03:42	001-02:Controller1 Door2	0003	User 3	Dep_00	Dep2_00		(M04)Time Zone error	00036:50454
0022	15:03:50	002-17:Controller2 Door3	0003	User 3	Dep_00	Dep2_00		(M04)Time Zone error	00036:50454
0023	15:03:52	WG:002-18:Controller2 Door3 ...	0003	User 3	Dep_00	Dep2_00		(M04)Time Zone error	00036:50454
0024	15:03:56	003-03:Controller3 Door4	0003	User 3	Dep_00	Dep2_00		(M04)Time Zone error	00036:50454
0025	15:03:59	WG:003-03:Controller3 Door4	0003	User 3	Dep_00	Dep2_00		(M04)Time Zone error	00036:50454

The controllers in the above example are as follows:

Node ID=1 AR-727HB-RAY H Series 2 Door Controller   -   Controller 1, Doors 1 and 2
Node ID=2 AR-331EF E series Controller   -   Controller 2, Door 3
Node ID=3 AR-727H H Series Controller   -   Controller 3, Door 4

System Parameters (see Page 21) have been set for : Huge Door Group Mode and Show Detail Node Address. The transactions highlighted above show a valid User Token being presented to each reader and/or controller in turn. All of the data in the database has been downloaded to the connected controllers.

Index 0002 shows a valid token gaining access on Controller 1 via the reader at Door 1
Index 0003 shows a valid token gaining access on Controller 1 via the reader at Door 2
Index 0004 shows a valid token gaining access on Controller 2 Door 3 via it's built in reader.
Index 0005 shows a valid token gaining access on Controller 2 Door 3 via it's external WG reader.
Index 0006 shows a valid token gaining access on Controller 3 Door 4 via it's built in reader.
Index 0007 shows a valid token gaining access on Controller 3 Door 4 via it's external WG reader.

A WG prefix in the Station column indicates an external WG reader connected to the controller.

TROUBLESHOOTING WITH 701 CLIENT
DOOR GROUP ERROR MESSAGES

701Client - [TRANSACTION RECORDS20171110.msg]

File   Edit   View   Windows   Setting   Tools   Help

Index	Time	Station	Num	Name	Department	Department:2	UserID	Status	Detail
0001	15:01:36		02	q				(L20)Login Client	
0002	15:01:54	001-01:Controller1 Door1	0001	User 1	Dep_00	Dep2_00		(M11)Normal Access	00065:52184
0003	15:01:59	001-02:Controller1 Door2	0001	User 1	Dep_00	Dep2_00		(M11)Normal Access	00065:52184
0004	15:02:01	002-17:Controller2 Door3	0001	User 1	Dep_00	Dep2_00		(M11)Normal Access	00065:52184
0005	15:02:04	WG:002-18:Controller2 Door3 ...	0001	User 1	Dep_00	Dep2_00		(M11)Normal Access	00065:52184
0006	15:02:06	003-03:Controller3 Door4	0001	User 1	Dep_00	Dep2_00		(M11)Normal Access	00065:52184
0007	15:02:08	WG:003-03:Controller3 Door4	0001	User 1	Dep_00	Dep2_00		(M11)Normal Access	00065:52184
0008	15:02:47	001-01:Controller1 Door1	0002	User 2	Dep_00	Dep2_00		(M11)Normal Access	03997:37952
0009	15:02:50	001-02:Controller1 Door2	0002	User 2	Dep_00	Dep2_00		(M05)Door Group error	03997:37952
0010	15:02:53	002-17:Controller2 Door3	0002	User 2	Dep_00	Dep2_00		(M05)Door Group error	03997:37952
0011	15:02:55	WG:002-18:Controller2 Door3 ...	0002	User 2	Dep_00	Dep2_00		(M05)Door Group error	03997:37952
0012	15:02:57	003-03:Controller3 Door4						(M03)Invalid card	03997:37952
0013	15:03:00	WG:003-03:Controller3 Door4						(M03)Invalid card	03997:37952
0014	15:03:12	001-01:Controller1 Door1						(M03)Invalid card	00100:10886
0015	15:03:16	001-02:Controller1 Door2						(M03)Invalid card	00100:10886
0016	15:03:19	002-17:Controller2 Door3						(M03)Invalid card	00100:10886
0017	15:03:22	WG:002-18:Controller2 Door3 ...						(M03)Invalid card	00100:10886
0018	15:03:26	003-03:Controller3 Door4	0004		Dep_00	Dep2_00		(M11)Normal Access	00100:10886
0019	15:03:29	WG:003-03:Controller3 Door4	0004		Dep_00	Dep2_00		(M11)Normal Access	00100:10886
0020	15:03:40	001-01:Controller1 Door1	0003	User 3	Dep_00	Dep2_00		(M04)Time Zone error	00036:50454
0021	15:03:42	001-02:Controller1 Door2	0003	User 3	Dep_00	Dep2_00		(M04)Time Zone error	00036:50454
0022	15:03:50	002-17:Controller2 Door3	0003	User 3	Dep_00	Dep2_00		(M04)Time Zone error	00036:50454
0023	15:03:52	WG:002-18:Controller2 Door3 ...	0003	User 3	Dep_00	Dep2_00		(M04)Time Zone error	00036:50454
0024	15:03:56	003-03:Controller3 Door4	0003	User 3	Dep_00	Dep2_00		(M04)Time Zone error	00036:50454
0025	15:03:59	WG:003-03:Controller3 Door4	0003	User 3	Dep_00	Dep2_00		(M04)Time Zone error	00036:50454

The above examples show the messages associated with User 2 attempting to access each Door in turn. User 2 has been allocated to a Door Group that only enables access to Door 1 on Controller 1.

Door Groups function differently with different types of controllers.

Controllers 1 and 2 show a Door Group error where the User card is not valid for the door.

Controller 3 shows the User card as invalid and no user number is shown in the Num column, this is because this particular type of controller "suspends" the User card if it is not valid for the controller.

TROUBLESHOOTING WITH 701 CLIENT INVALID CARD MESSAGES

701Client - [TRANSACTION RECORDS20171110.msg]

File   Edit   View   Windows   Setting   Tools   Help

Default.pic   TRANSACTION RECORDS20171110...

Index	Time	Station	Num	Name	Department	Department:2	UserID	Status	Detail
0001	15:01:36		02	q				(L20)Login Client	
0002	15:01:54	001-01:Controller1 Door1	0001	User 1	Dep_00	Dep2_00		(M11)Normal Access	00065:52184
0003	15:01:59	001-02:Controller1 Door2	0001	User 1	Dep_00	Dep2_00		(M11)Normal Access	00065:52184
0004	15:02:01	002-17:Controller2 Door3	0001	User 1	Dep_00	Dep2_00		(M11)Normal Access	00065:52184
0005	15:02:04	WG:002-18:Controller2 Door3 ...	0001	User 1	Dep_00	Dep2_00		(M11)Normal Access	00065:52184
0006	15:02:06	003-03:Controller3 Door4	0001	User 1	Dep_00	Dep2_00		(M11)Normal Access	00065:52184
0007	15:02:08	WG:003-03:Controller3 Door4	0001	User 1	Dep_00	Dep2_00		(M11)Normal Access	00065:52184
0008	15:02:47	001-01:Controller1 Door1	0002	User 2	Dep_00	Dep2_00		(M11)Normal Access	03997:37952
0009	15:02:50	001-02:Controller1 Door2	0002	User 2	Dep_00	Dep2_00		(M05)Door Group error	03997:37952
0010	15:02:53	002-17:Controller2 Door3	0002	User 2	Dep_00	Dep2_00		(M05)Door Group error	03997:37952
0011	15:02:55	WG:002-18:Controller2 Door3 ...	0002	User 2	Dep_00	Dep2_00		(M05)Door Group error	03997:37952
0012	15:02:57	003-03:Controller3 Door4						(M03)Invalid card	03997:37952
0013	15:03:00	WG:003-03:Controller3 Door4						(M03)Invalid card	03997:37952
0014	15:03:12	001-01:Controller1 Door1						(M03)Invalid card	00100:10886
0015	15:03:16	001-02:Controller1 Door2						(M03)Invalid card	00100:10886
0016	15:03:19	002-17:Controller2 Door3						(M03)Invalid card	00100:10886
0017	15:03:22	WG:002-18:Controller2 Door3 ...						(M03)Invalid card	00100:10886
0018	15:03:26	003-03:Controller3 Door4	0004		Dep_00	Dep2_00		(M11)Normal Access	00100:10886
0019	15:03:29	WG:003-03:Controller3 Door4	0004		Dep_00	Dep2_00		(M11)Normal Access	00100:10886
0020	15:03:40	001-01:Controller1 Door1	0003	User 3	Dep_00	Dep2_00		(M04)Time Zone error	00036:50454
0021	15:03:42	001-02:Controller1 Door2	0003	User 3	Dep_00	Dep2_00		(M04)Time Zone error	00036:50454
0022	15:03:50	002-17:Controller2 Door3	0003	User 3	Dep_00	Dep2_00		(M04)Time Zone error	00036:50454
0023	15:03:52	WG:002-18:Controller2 Door3 ...	0003	User 3	Dep_00	Dep2_00		(M04)Time Zone error	00036:50454
0024	15:03:56	003-03:Controller3 Door4	0003	User 3	Dep_00	Dep2_00		(M04)Time Zone error	00036:50454
0025	15:03:59	WG:003-03:Controller3 Door4	0003	User 3	Dep_00	Dep2_00		(M04)Time Zone error	00036:50454

The above examples show messages associated with an unknown user attempting to access each door in turn.

The user has been added to controller 3 locally as user 4 but does not exist in the 701 Client User database.

This can be verified from the event log because an identity is only shown in the Num column for the controller at which it has been added manually.

All other controllers show the card detail but no User in the Num column.

TROUBLESHOOTING WITH 701 CLIENT
TIME ZONE ERROR MESSAGES

701Client - [TRANSACTION RECORDS20171110.msg]

File   Edit   View   Windows   Setting   Tools   Help

Default.pic   TRANSACTION RECORDS20171110...

Index	Time	Station	Num	Name	Department	Department:2	UserID	Status	Detail
0001	15:01:36		02	q				(L20)Login Client	
0002	15:01:54	001-01:Controller1 Door1	0001	User 1	Dep_00	Dep2_00		(M11)Normal Access	00065:52184
0003	15:01:59	001-02:Controller1 Door2	0001	User 1	Dep_00	Dep2_00		(M11)Normal Access	00065:52184
0004	15:02:01	002-17:Controller2 Door3	0001	User 1	Dep_00	Dep2_00		(M11)Normal Access	00065:52184
0005	15:02:04	WG:002-18:Controller2 Door3 ...	0001	User 1	Dep_00	Dep2_00		(M11)Normal Access	00065:52184
0006	15:02:06	003-03:Controller3 Door4	0001	User 1	Dep_00	Dep2_00		(M11)Normal Access	00065:52184
0007	15:02:08	WG:003-03:Controller3 Door4	0001	User 1	Dep_00	Dep2_00		(M11)Normal Access	00065:52184
0008	15:02:47	001-01:Controller1 Door1	0002	User 2	Dep_00	Dep2_00		(M11)Normal Access	03997:37952
0009	15:02:50	001-02:Controller1 Door2	0002	User 2	Dep_00	Dep2_00		(M05)Door Group error	03997:37952
0010	15:02:53	002-17:Controller2 Door3	0002	User 2	Dep_00	Dep2_00		(M05)Door Group error	03997:37952
0011	15:02:55	WG:002-18:Controller2 Door3 ...	0002	User 2	Dep_00	Dep2_00		(M05)Door Group error	03997:37952
0012	15:02:57	003-03:Controller3 Door4						(M03)Invalid card	03997:37952
0013	15:03:00	WG:003-03:Controller3 Door4						(M03)Invalid card	03997:37952
0014	15:03:12	001-01:Controller1 Door1						(M03)Invalid card	00100:10886
0015	15:03:16	001-02:Controller1 Door2						(M03)Invalid card	00100:10886
0016	15:03:19	002-17:Controller2 Door3						(M03)Invalid card	00100:10886
0017	15:03:22	WG:002-18:Controller2 Door3 ...						(M03)Invalid card	00100:10886
0018	15:03:26	003-03:Controller3 Door4	0004		Dep_00	Dep2_00		(M11)Normal Access	00100:10886
0019	15:03:29	WG:003-03:Controller3 Door4	0004		Dep_00	Dep2_00		(M11)Normal Access	00100:10886
0020	15:03:40	001-01:Controller1 Door1	0003	User 3	Dep_00	Dep2_00		(M04)Time Zone error	00036:50454
0021	15:03:42	001-02:Controller1 Door2	0003	User 3	Dep_00	Dep2_00		(M04)Time Zone error	00036:50454
0022	15:03:50	002-17:Controller2 Door3	0003	User 3	Dep_00	Dep2_00		(M04)Time Zone error	00036:50454
0023	15:03:52	WG:002-18:Controller2 Door3 ...	0003	User 3	Dep_00	Dep2_00		(M04)Time Zone error	00036:50454
0024	15:03:56	003-03:Controller3 Door4	0003	User 3	Dep_00	Dep2_00		(M04)Time Zone error	00036:50454
0025	15:03:59	WG:003-03:Controller3 Door4	0003	User 3	Dep_00	Dep2_00		(M04)Time Zone error	00036:50454

The above examples show messages associated with User 3 attempting to access each Door in turn.
User 3 has been allocated to a time zone that only allows access between 08:00 and 09:00 therefore any attempt to access with User card 3 will be reported as a Time zone error and access will not be granted.

701 CLIENT EVENT LOG MESSAGE DESCRIPTIONS

701 Client
Message ID's

M01	Invalid PIN
M02	Keypad Locked
M03	Invalid Card *(Card Code in event detail)*
M04	Time Zone Error
M05	Door Group Error
M06	User Card—Date expired
M08	Incorrect PIN
M09	Duress Code Used
M11	Normal Access
M14	Arming
M15	Disarming
M16	Egress (RTE)
M17	Alarming (*description in event detail*)
L20	Server or Client Login
L21	Server or Client Logout
L22	Controller OFF line (*controller ID etc*)
L23	Controller ON line (*controller ID etc*)
M24	(*Device type*) Power ON
M28	Access by Pin
M30	Anti-pass back error
M31	Reader disconnected at controller
M32	Reader reconnected at controller
M33	User changed PIN code
M34	User changed PIN code error
M35	Controller entered Auto Open procedure
M36	Controller exited Auto Open procedure
M37	Disarmed by auto time procedure
M38	Armed by auto time procedure
M39	Access by Finger/Vein
M56	Fingerprint Access Failed

L is software generated, M is controller generated.

TABLE OF USERS

Name of On-Site Programmer(s): ....

Installation Company: ....

CONTROLLER DEFAULT MASTER CODE:- ✱ 123456 #

Tel: ....

Date: ....

CONTROLLER USER MASTER CODE:- ....

Lock Time: ....

Lock Type: ....

User Address	Users Name	Card ID	User Code	Date
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CONTROLLER DEFAULT MASTER CODE:- ✱ 123456 #