

## **Troubleshooting Badge / System Problems in Access Systems**

- **If someone's badge is not working**, go to the activity monitor and see what messages you are getting. Take action based on that message.
  - Does the badge work at other readers?
  - Is this person working during their normal working hours?
  - Have their working hours changed?
  - Does a badge with the same category work at this reader?
  
- **If nothing appears in the activity monitor**,
  - If the reader does not beep when a card is presented to a reader that means the card is dead. Issue a new card to the person..
  - Does the person carry two badges? If so, are they both in the same card pouch back to back? Isolate the GE card from the other and test the reader.
    - Is the micro online? Do you see other activity from other readers on the same micro?
    - If there is no communication with the micro, call Jim D'Agostino to check the network connection to the micro. If the network connection is confirmed operational, the micro can be reset by cycling the power. The responsible Blank Rome employee on site can perform this. If the micro is a head of the line micro, the micro can be reset. If the micro is NOT a head of line micro, call The Protection Bureau for service.
  
- **Does the light on the reader turns green when a card is presented, the monitor shows a valid read, but the door does not unlock?** If so, there is most likely something physically wrong with the hardware. Call The Protection Bureau for service.