

# Appendix B – The Entry-Master® System Alarm Messages

This appendix covers all messages issued by a *standard Entry-Master®* System. The messages on your particular installation may not exactly match the messages in this listing. However, in most cases the message (as indicated by the *message number*) means the same thing. For example, a message code 06 - Access Granted by Valid Card, means exactly what it says. Your *Entry-Master®* dealer may have changed message 06 to read: Gate Raised by Valid Passcard, but the meaning of the message is still essentially the same.

<b>Code</b>	<b>Description of Activity/Alarm Message</b>
00	<p>System Re-Initialized.</p> <p>This message appears whenever the system is re-booted (re-started) or when your <i>Entry-Master®</i> dealer is performing work on the system (i.e. adding a reader, checking the system, etc.). It does not affect the system's performance or ability to read cards and unlock doors.</p>
01	<p>Door Opened.</p> <p>This message occurs any time a door which uses card access is opened by means of a card reader (i.e. a valid card was presented to the reader). This message appears only on systems, which have monitoring devices attached and supervised by the <i>Entry-Master®</i> System.</p>
02	<p>Door has Closed.</p> <p>This message occurs when any door in the system closes. This message appears only on systems which have monitoring devices attached and supervised by the <i>Entry-Master®</i> System.</p>
03	<p>Door Opened from the Inside.</p> <p>This message occurs any time a door which uses card access is opened by normal means (i.e., by the use of a valid card OR by a Request to Exit (REX) from the inside). This message appears only on systems which have monitoring devices attached and supervised by the <i>Entry-Master®</i> System.</p>
04	<p>Door Left in Open Position!</p> <p>This message occurs whenever a door is left propped open in excess of the time allowed by the system (which is configured through the <i>Entry-Master</i> System).</p>

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	This message appears only on systems which have monitoring devices attached and supervised by the <i>Entry-Master</i> ® System.
05	Door Forced Open! ALERT SECURITY!  This message occurs whenever a door which uses card access is opened without the use of a valid card OR a Request to Exit (REX) from the inside. This message appears only on systems which have monitoring devices attached and supervised by the <i>Entry-Master</i> ® System.
06	Access Granted by Valid Card.  This is the normal message which appears when a valid card has unlocked a door.
07	Access Granted by Valid Card.  This message is identical to message 06 and is a reserved message (it is actually used only with Westinghouse 804 & 808S System.)
08	Unauthorized Opening of Emergency Door!  This message occurs when a monitoring point on the system is activated. This message appears only on systems which have monitoring devices attached and supervised by the <i>Entry-Master</i> ® System.
09	Door Closed After being Left Open
10	Emergency Door is now Closed & Secure  This message occurs when a monitoring point on the system is deactivated. This message appears only on systems which have monitoring devices attached and supervised by the <i>Entry-Master</i> ® System.
11	Card Number not defined in System.  This means that the Card Number in question does not exist in the computer's memory, which means that it was either deleted or it never existed in the system in the first place; which means that it is NOT a valid card and should not unlock any doors.
12	Card Number Invalid (Access Code = 0).  This message means that the Card Number in question has been rendered INVALID; it should not unlock any doors.
13	Confiscate Status Card Being Used!

Code	Description of Activity/Alarm Message
14	<p>This message means that the Card Number in question has been rendered INVALID; it should not unlock any doors. In addition, it means that Security should attempt to confiscate the card from the individual if possible.</p> <p>Invalid Time Zone for this Cardholder.</p> <p>Some cardholders are only allowed to use their cards to gain access during a specific time period each day or only on certain days of the week (e.g., Contractor cards may be valid only for certain times and on certain days of the week). This message means that the Card Number in question is attempting to gain access during a time of day or day of the week to which it is not assigned. In this case the Card Number should not unlock the door in question.</p>
15	<p>Insufficient Access Level for this Card</p> <p>Some cardholders are only allowed to use their cards to gain access to specific doors. This message means that the Card Number in question is attempting to access a door to which it is not assigned. In this case the Card Number should not open the door in question.</p>
16	<p>Communication Error. Data Re-sent</p> <p>This message is a diagnostic message only. It should not occur unless your <i>Entry-Master</i>® dealer is performing some sort of test on the equipment. Call you dealer if you are receiving this message and you have questions.</p>
17	<p>Controller is Off-Line! Check Power &amp; Cabling</p> <p>This message means that a device connected to the system has malfunctioned OR has been otherwise rendered inoperable. This is a severe problem and your <i>Entry-Master</i>® dealer should be notified. However, BE SURE THAT YOUR <i>Entry-Master</i>® DEALER IS NOT WORKING ON THE SYSTEM BEFORE calling. Sometimes your dealer will cause these messages to occur as a part of testing or as a by-product of other system maintenance. If your dealer has technicians working on the system, simply let them know that the messages have occurred (if they have not already told you that the error messages were going to occur) so that they can take corrective action.</p>
18	<p>PASS-BACK ATTEMPT: Card is already IN.</p> <p>This message occurs when a Card Number which is already registered by <i>Entry-Master</i>® as being IN the facility (field 9&gt; I/O Status is equal to "I") attempts to re-enter the facility through an IN reader. The Card Number in question may or may not be allowed back into the facility, depending upon the reader's Anti-Passback Mode. If the reader's Anti-Passback Mode is Active, the Card Number in question will not be allowed access into the facility; if the reader's Anti-Passback Mode is</p>

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	Passive, the Card Number in question will be allowed access into the facility. For more information on Anti-Passback, see Global Anti-Passback on page 2.
19	Card has Expired. Please check Records.  Some cards have a limited term of usage (i.e. they are only good for a certain number of days). This message means that the Card Number in question has Expired, meaning that it is being used in an attempt to gain access past its term of usage as defined in the card record. This card should not unlock any doors.
20	PASS-BACK ATTEMPT: Card is already OUT.  This message occurs when a Card Number which is already registered by the <i>Entry-Master</i> ® System as being OUT of the facility (field 9> I/O Status is equal to "O") attempts to exit the facility through an OUT reader. The Card Number in question may or may not be allowed out of the facility, depending upon the reader's Anti-Passback Mode. If the reader's Anti-Passback Mode is Active, the Card Number in question will not be allowed access out of the facility; if the reader's Anti-Passback Mode is Passive, the Card Number in question will be allowed access out of the facility. For more information on Anti-Passback, see Global Anti-Passback on page 2.
21	Controller is Now Back Online.  This message means that a device which has heretofore been in a malfunctioning state is now operating properly. This message also occurs when your <i>Entry-Master</i> ® dealer is working on the system and the same rules should apply with this message as with message 17 ("Controller Off-Line").
22	System Re-Started Normally.  This message occurs every time the system is re-booted (re-started). It is normally not a problem unless you are receiving this message an inordinate number of times, or when the system has not been legitimately re-started. If there seems to be a problem, call your authorized <i>Entry-Master</i> ® dealer.
23	System Halted Normally.  This message appears whenever the system has been shut down by your <i>Entry-Master</i> ® dealer. If this message appears you can be reasonably certain that your dealer is either on-site or on the modem performing service on the system. If you find out that your dealer is NOT performing service and this message occurs, call your <i>Entry-Master</i> ® dealer immediately.
24	System Abnormally Terminated! Restarting

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25	<p>This message appears whenever a severe malfunction occurs on the system. If your <i>Entry-Master</i>® dealer has personnel on-site, communicate this message to them immediately. If your dealer is NOT on-site, call your dealer immediately.</p> <p>Card has Violated Nesting Sequence.</p> <p>This message occurs ONLY when Nesting is activated on your system. It occurs when a cardholder attempts to "skip" a nesting level (e.g. trying to exit Level 1 when you are in Level 3, trying to enter Level 2 when you are in Level 0 - OUT of the facility, etc.). This message occurs when the nesting sequence has been violated. The Card Number in question may or may not be allowed access depending upon the reader's Anti-Passback Mode (Active or Passive - refer to messages 18 and 20 for details). For more information on Nesting, see Card Access Nesting on page 3.</p>
26	<p>Card has Exceeded Nesting Level Time Limit.</p> <p>This message occurs ONLY when Nesting is activated on your system. It occurs when a cardholder exceeds the time limit allowed for that nesting level. A Card Number is never denied access to a reader as a result of a nesting time violation. There are, however, circumstances where a Card Number may be denied access as a result of another condition which was triggered by the nesting time violation. Many of these conditions are site-specific. See Card Access Nesting on page 3 or call your authorized <i>Entry-Master</i>® dealer for details.</p>
27	<p>Cardholder Allowed to Exit by Attendant.</p> <p>This message occurs ONLY when Nesting is activated on your system. It occurs when the system has been configured to restrict Card Numbers which have had nesting time violations from exiting the facility. When this message occurs it means that the attendant had to open the gate manually to allow the cardholder to exit, because that Card Number had nesting time violations while it was in the facility. Many of the conditions under which this message could occur are site-specific. See Card Access Nesting on page 3 or call your authorized <i>Entry-Master</i>® dealer for details.</p>
28	<p>This Cardholder had Nesting Time Violations.</p> <p>This message occurs ONLY when Nesting is activated on your system. It occurs when the system has been configured to allow Card Numbers which have had nesting time violations to exit the facility. The system is designed to issue an invoice for violations at a pre-determined time (e.g. at the end of the month). Many of the conditions under which this message could occur are site-specific. See Card Access Nesting on page 3 or call your authorized <i>Entry-Master</i>® dealer for details.</p>

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29	ALERT: Card Trace Active for this Cardholder.  This message occurs when a Card Number is placed in Trace Mode. Trace Mode is activated by assigning a Card Number to an Access Group (fields 12>, 13>, or 14>) which begins with a "9" (i.e. there are 999 trace access groups: 9000-9998), (9999=confiscate). Please note that in order to assign an Access Group to a Card Number, the Access Group must have been defined first.
30	A Controller Reset has Occurred
31	A/C Power Failure - Battery Enabled
32	TAMPER ALARM! Alert Security!
33	Reader Cable Failure
34	Reader Failure
35	A/C Power Restored
36	Tamper Alarm Reset
37	Reader Cable is Now OK
38	Reader is Now OK
39	This card has an INVALID Facility Code
40	A Cashier Sign On/Off has been Received
41	A F/C Exit Transaction has been Received
42	A F/C Exception Transaction has been Received
43	A DOUBLE Ticket Count has Occurred
44	A DOUBLE Card Count has Occurred
45	A DOUBLE Manual Count has Occurred
46	Card usage Attempted on Inactive Reader
47	Card Usage Attempted with NO Arming!
48	The Battery on the Count System is Low

<b>Code</b>	<b>Description of Activity/Alarm Message</b>
49	The Count System Battery is Now OK
50	A Manual Count Transaction has Occurred
51	Cardholder used an Invalid Issue Level
52	Elevator Control Module NOT Responding
53	Door Opened Once via Operator/Scheduler
54	Door Unlocked for Free Access via Operator
55	Door Re-Locked to Restrict Access
56	This Message is Not Used at this Time
57	Begin Download to Controller Device
58	Download completed Successfully
59	Download Aborted and was Unsuccessful!

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