

Temporary Access Levels require download to take effect

Last Modified on 06/09/2025 3:20 pm EDT

Symptom

Temporary access levels require a download to take effect

Resolution

Having a cardholder added to the access panel is dependent on the **Granularity** setting in the System Administration application. The **Granularity** setting is what determines how often the temporary access levels are examined by the Linkage Server.

If a manual download is needed for temporary access levels try the following:

- Verify the Linkage Server is running. When setting up a temporary access level for a particular cardholder the Linkage Server must be active.

- Check the **Granularity** setting. The **Granularity** setting is configured in System Administration by navigating to **Administration > Cardholder Options > General Cardholder Options** tab. By default, this is set to 30 minutes. You can change that to a shorter interval but keep in mind that reducing the Granularity setting may affect system performance.

Applies To

OnGuard (All versions)

Additional Information

None
