Duress events do not appear in Alarm Monitoring

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Symptom

When a duress code is entered at a reader, no events appear in the Main Alarm Monitor window in Alarm Monitoring.

No events appear regardless of whether the door was used.

Resolution

In System Administration:

1) From the **Monitoring** menu**,** select **Alarms**.

2) On the Alarm Definitions tab, ensure the **Display alarm** check box is selected for the following alarms in the list:
- Granted Under Duress
- Granted Under Duress, No Entry
- Duress Access Grant
- Duress Egress Grant

Applies To

OnGuard (All versions)

Additional Information

It is possible to have the **Display alarm** check box selected for only the following alarms, but these events will still not appear in the Main Alarm Monitor window in Alarm Monitoring:
- Duress Access Grant
- Duress Egress Grant

The additional alarms specified in the Resolution section must be set to be displayed for the events to appear.