

"Invalid Access Level" events due to incorrect Daylight Saving Time settings

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Symptom

"Invalid Access Level" events are displayed in Alarm Monitoring.

All reader, card format, and access level configuration is correct in System Administration.

Card presentations occur during the scheduled time zone.

The access panel is set to the correct time zone for the region in which it is located. The region does not follow Daylight Saving Time.

Resolution

For regions of the world where Daylight Saving Time is followed, access panel settings in System Administration will typically have **Daylight savings** selected. However, there are locations within such a region where Daylight Saving Time is NOT followed.

One example of this is the Cayman Islands, which are located within the US Eastern time zone, but do not adjust for Daylight Saving Time. Thus, access panels located in the Cayman Islands would have their time zone set to Eastern Time, but would NOT have **Daylight savings** selected.

"Invalid access level" events can be prevented by deselecting **Daylight savings** for the affected access panel. A database download may be required after such a change. Any Alarm Monitoring sessions should be logged out, then logged back in to complete the change.

Applies To

OnGuard (All versions)

Additional Information

None
