

'Door Contact Tamper' or 'Alarm Active' occurs every time a door is used

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Symptom

- OnGuard 6.4.500 Technology Hot Fix 2.4 and later.
- At least one NGP panel configured.
- At least one door configured on the NGP system.
- Badge is swiped.
- Granted - pending entry. Door is opened.
- 'Alarm Active' occurs for the door just used. This occurs even if this is an NGP intrusion panel and the area is disarmed.

Resolution

1. Navigate to **System Administration > Access Control > Readers and Doors**.
2. Select the NGP door that is generating the alarms.
3. Select the Door tab.
4. Click [Modify].
5. Select the **Door Arming Level** dropdown.
6. Generally for an exterior door, set the level to **Armed Stay**.
Generally for an interior door, set the level to **Armed**.
7. Click [OK].

Set the door arming level for each NGP door, regardless of the model of NGP panel. That is, all doors on either an Access Control Only panel or an Intrusion panel must have the door arming level configured. **No entry delay** should not be selected.

Applies To

OnGuard (All versions)

Additional Information

The actual door arming level will depend on the needs of the customer facility.

From the initial release of 6.4.500 Technology Update 1.1 through Hot Fix 2.4, the alarm that is generated here is **Door Contact Tamper**. After Hot Fix 2.4, the tamper alarm will indicate a true Door Contact problem.
