Access Easy Controller (AEC) Does Not Show Activity from Card Swipe Troubleshooting Flowchart

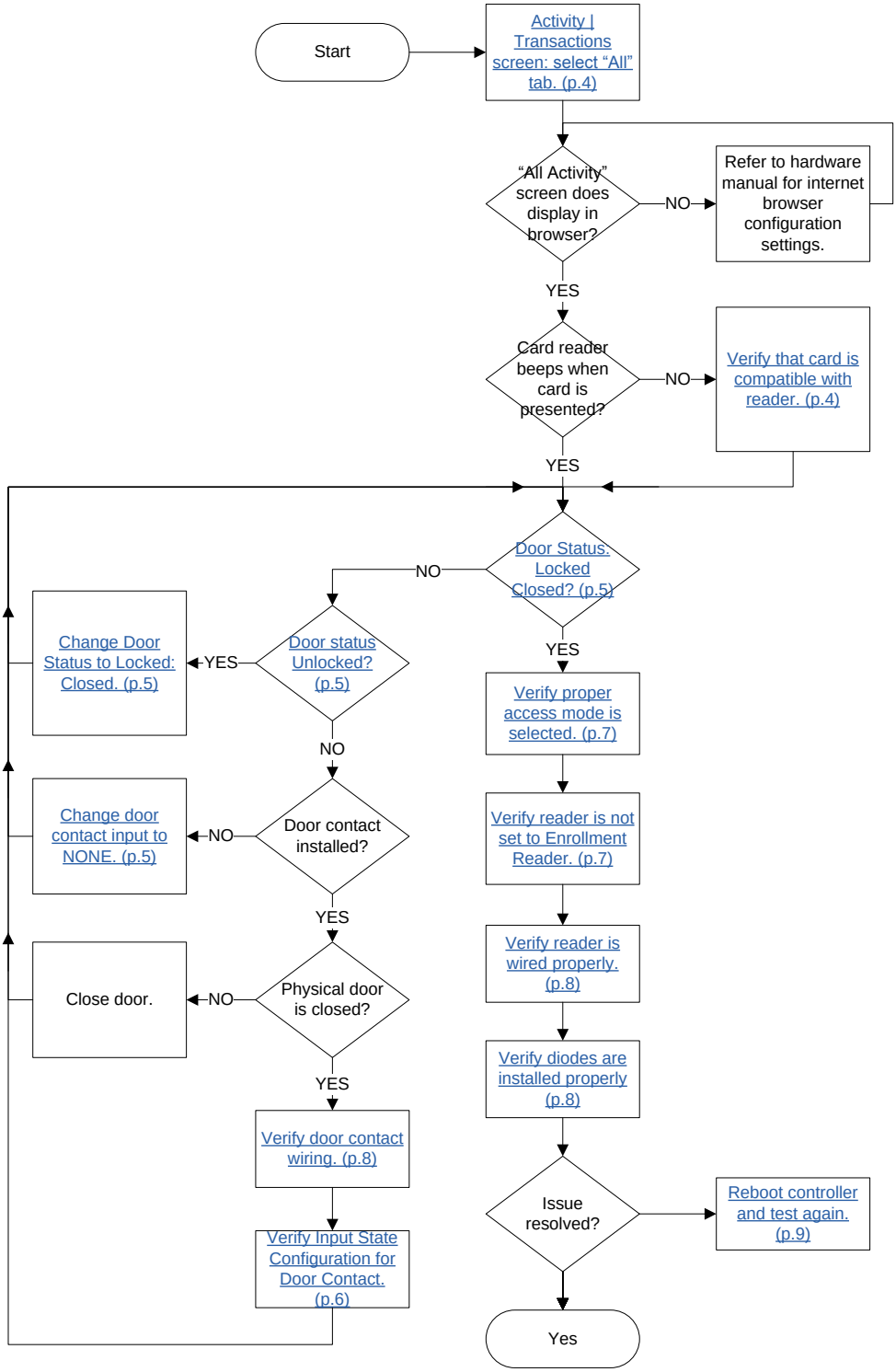


Table of Contents

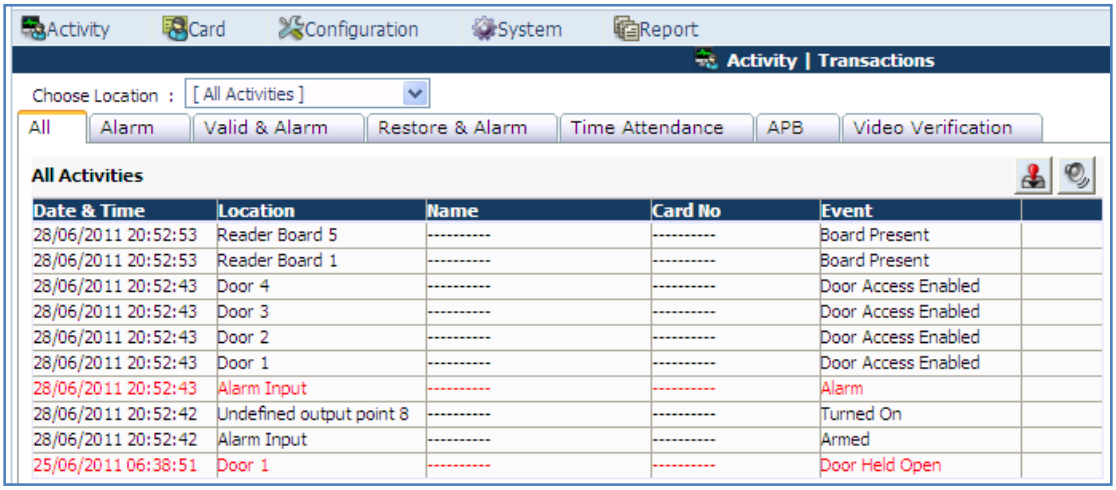
Special Note

Steps contained in this document are for troubleshooting purposes only. Once troubleshooting is complete, you may need to reconfigure your system to match your specific operating requirements. This document is not meant to replace other released literature or be used for installation support. Please consult the referenced product's Installation and Operation Guides during use of this document.

All Transactions

Browse to Activity | Transactions and click on the All tab. Verify that the table is displayed properly in your web browser.

Swipe the credential at the access reader again and verify whether or not the All Activities Table displays that recent activity.



Date & Time	Location	Name	Card No	Event
28/06/2011 20:52:53	Reader Board 5	----------	----------	Board Present
28/06/2011 20:52:53	Reader Board 1	----------	----------	Board Present
28/06/2011 20:52:43	Door 4	----------	----------	Door Access Enabled
28/06/2011 20:52:43	Door 3	----------	----------	Door Access Enabled
28/06/2011 20:52:43	Door 2	----------	----------	Door Access Enabled
28/06/2011 20:52:43	Door 1	----------	----------	Door Access Enabled
28/06/2011 20:52:43	Alarm Input	----------	----------	Alarm
28/06/2011 20:52:42	Undefined output point 8	----------	----------	Turned On
28/06/2011 20:52:42	Alarm Input	----------	----------	Armed
25/06/2011 06:38:51	Door 1	----------	----------	Door Held Open

Card Compatibility

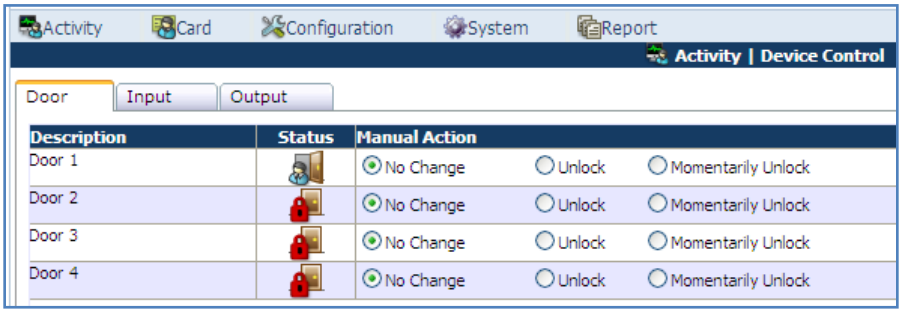
Most readers will provide an audible beep when a compatible card is presented to it. The reader does not need to be connected to the AEC system for the acknowledgement beep to occur. Therefore, if a card is presented to a powered reader and the acknowledgement beep does not occur, then the card may not use a radio frequency or format that is compatible with that reader. Review the part number for your reader and ensure that you are presenting a compatible card.

Door Status

If the door is in any state other than Locked: Closed, the system will not record access activity for that reader

Manual Control

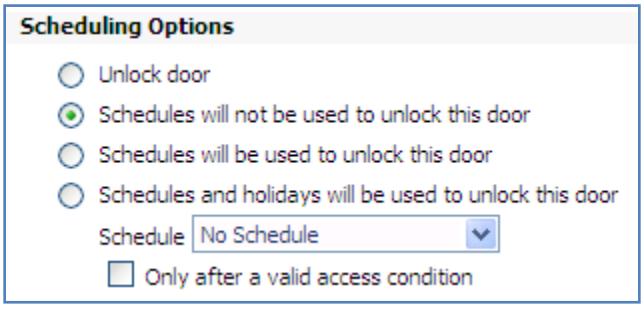
Browse to Activity | Device Control. Hover over the icons in the status column to read a description of the door'



To lock or unlock the door, select the appropriate Manual Action, and click on the (save) icon to apply your change.

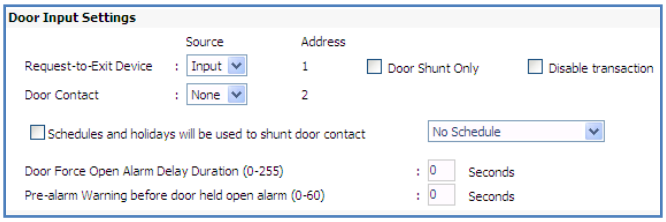
Scheduling Options

Browse to Configuration | Device | Door. Click the Edit button next to the door you would like to configure. Verify that the Scheduling Option selected will allow for the door to maintain a Locked: Closed state.



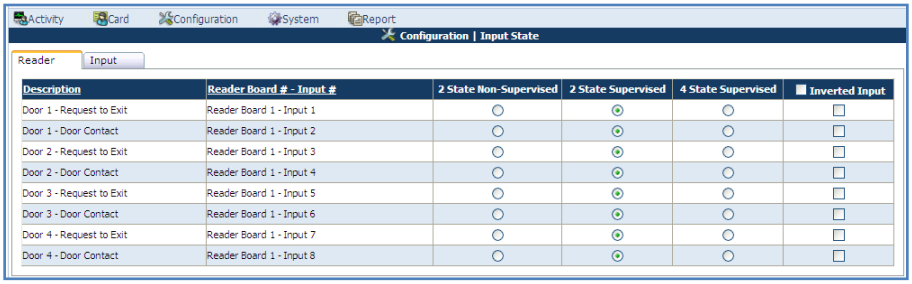
Door Contact Input

Browse to Configuration | Device | Door. Click the Edit button next to the door you would like to configure. Select the IO Configuration tab. If you do not have a door contact installed on this door, change the Source entry to None. Then click on the save icon to apply your change.



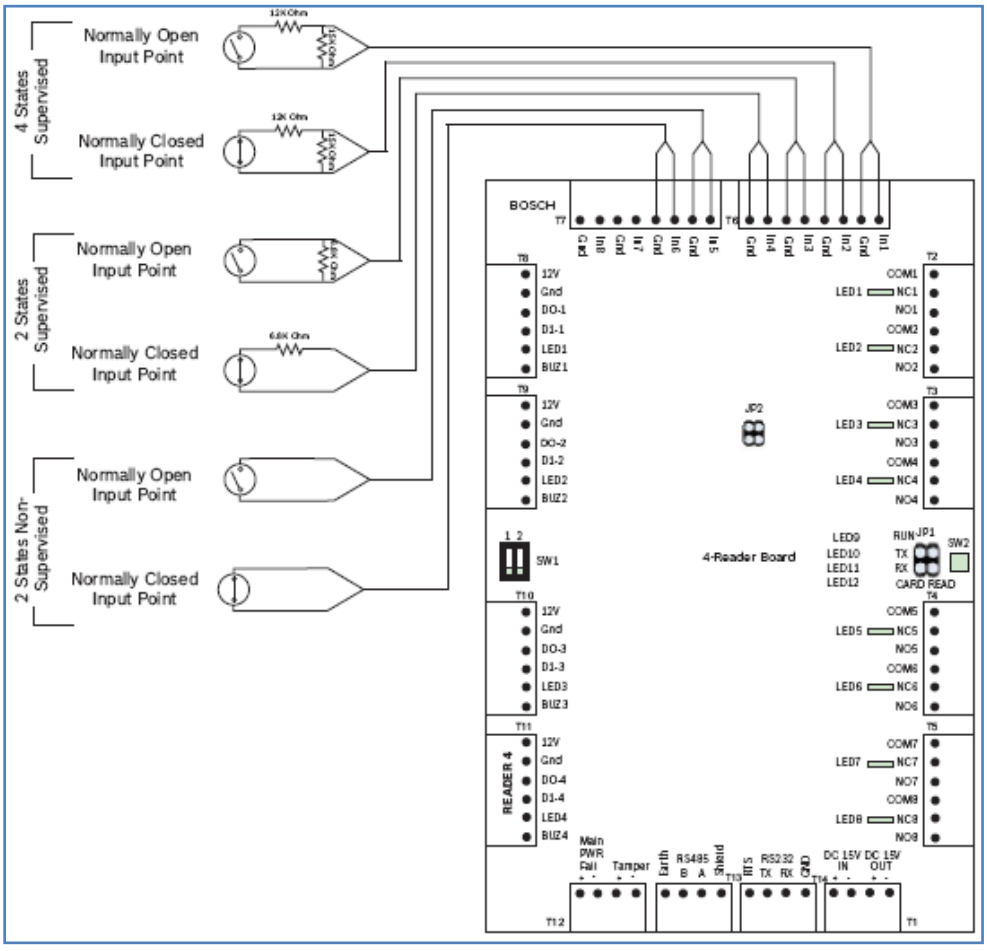
Input State Configuration

Browse to Configuration | Input State. Select the level of supervision that matches your hardware configuration.



Description	Reader Board # - Input #	2 State Non-Supervised	2 State Supervised	4 State Supervised	Inverted Input
Door 1 - Request to Exit	Reader Board 1 - Input 1	○	◉	○	☐
Door 1 - Door Contact	Reader Board 1 - Input 2	○	◉	○	☐
Door 2 - Request to Exit	Reader Board 1 - Input 3	○	◉	○	☐
Door 2 - Door Contact	Reader Board 1 - Input 4	○	◉	○	☐
Door 3 - Request to Exit	Reader Board 1 - Input 5	○	◉	○	☐
Door 3 - Door Contact	Reader Board 1 - Input 6	○	◉	○	☐
Door 4 - Request to Exit	Reader Board 1 - Input 7	○	◉	○	☐
Door 4 - Door Contact	Reader Board 1 - Input 8	○	◉	○	☐

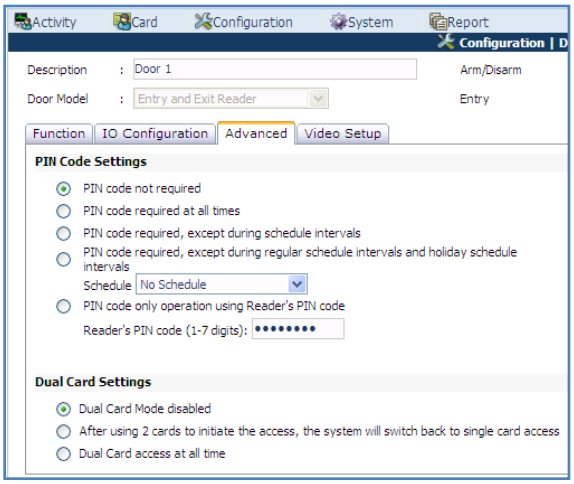
Utilize the wiring diagram below for identification of supervision.



Reader Access Modes

There are four access modes that can be configured in the AEC system. They include card only, PIN code required, PIN only, and dual card mode.

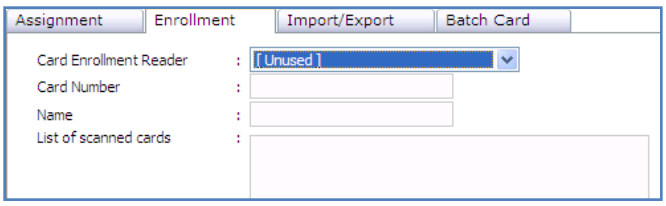
Browse to Configuration | Device | Door. Click the Edit button next to the door you would like to configure. Select the Advanced tab and review your selection for the PIN Code Settings and Dual Card Settings sections of programming.



Enrollment Reader

If the reader is configured as an enrollment reader, it will not function as an access reader.

Browse to Card | Card Administration and select the Enrollment tab. Verify that the reader being tested is not selected as the Card Enrollment Reader. If it is, open the drop-down box, and select [Unused] from the list.



Notes: You do not have to click save to apply this change. It will take effect immediately. If a reader is wired properly, the reader's LED will toggle red/green to let you know it is configured as an Enrollment Reader.

Reader Hardware

Consult both the AEC Hardware Manual and the Installation Sheet that came with the reader to ensure the reader is connected to the AEC hardware properly. Below is a table showing a common wiring configuration.

HID ProxPoint Pigtail	AEC Reader Input
Red	+12 VDC
Black	Ground
Green	Data 0
White	Data 1
Orange	Green LED

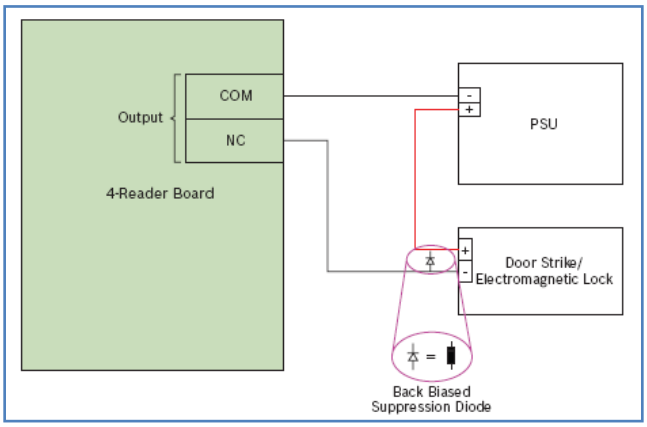
To help troubleshoot the hardware, the AEC reader board is equipped with a Card Read LED (LED12). Each time that card data is sent from a reader to the AEC reader board, the Card Read LED will illuminate briefly. The same LED monitors all four reader inputs, so you may need to disconnect all other readers for accurate monitoring.

Diode Installation

In all instances where an output relay is used to operate an inductive load, such as when interfacing with an external relay, or powering DC door strikes and magnetic locks, a back-biased diode should be wired across the coil of the driven device. This will protect the electronic circuitry on the AEC hardware by providing suppression from back-emf when the devices are de-activated.

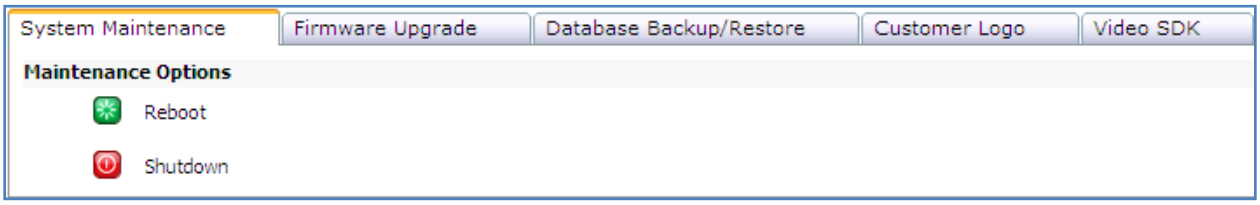
Failure to install the diodes correctly may cause doors to become inactive.

The table below shows an example of proper diode installation.



Reboot Controller

Browse to System | Advance Setting. Click on the Reboot icon to reboot your controller.



Note: The controller may take up to 8 minutes to reboot. The system will not respond during a portion of the reboot process.

-End of document-