

Technical Guide TGAL 26

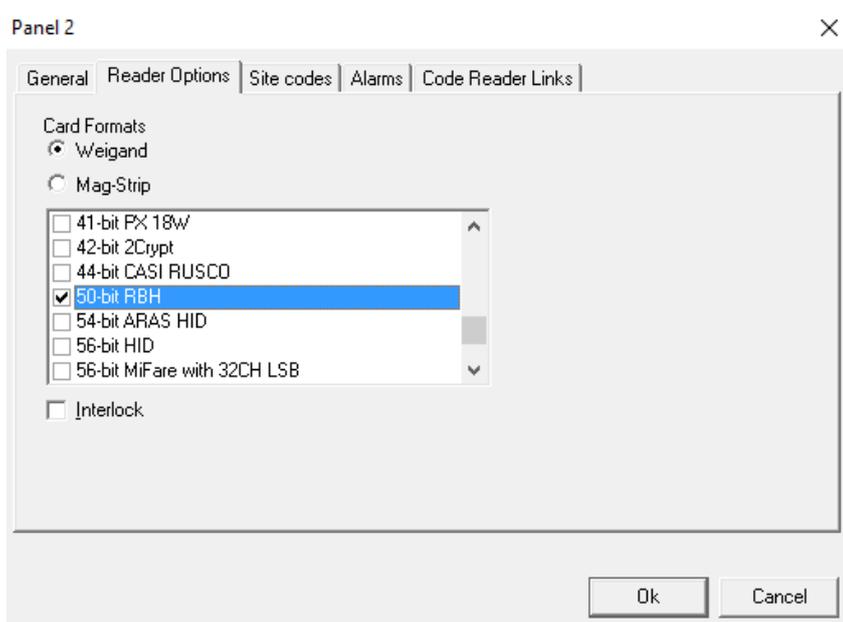
Unknown Format Resolution

This is a step by step guide to resolving unknown format.

Step 1: When presenting a credential to your new Axiom Lite (Integra32) system, you may receive the following message – ‘Access denied: unknown format (#) within the event log (see image below).

Date	Log message
04-Mar-20 14:54:16	System: Panel offline Panel 1
04-Mar-20 14:54:17	System: Panel offline Panel 2
04-Mar-20 14:54:17	System: Panel online Panel 3
04-Mar-20 14:54:18	System: Panel online Panel 1
04-Mar-20 14:54:18	System: Panel online Panel 2
04-Mar-20 15:19:55	Audit message: Command sent Grant access rbh
04-Mar-20 15:19:55	Access granted: Operator Reader 1
04-Mar-20 15:20:14	Audit message: Command sent Grant access rbh
04-Mar-20 15:20:15	Access granted: Operator Reader 1
04-Mar-20 16:04:39	Access denied: Invalid card number (2733224) Reader 1 Panel 2
04-Mar-20 16:06:04	System: Partial download started Panel 2
04-Mar-20 16:06:08	System: Downloaded file Access Points Panel 2
04-Mar-20 16:06:09	System: Downloaded file Site codes Panel 2
04-Mar-20 16:06:11	System: Downloaded file Formats Panel 2
04-Mar-20 16:06:12	System: Downloaded file Links Panel 2
04-Mar-20 16:06:12	System: Partial download ended Panel 2
04-Mar-20 16:06:13	System: Downloaded file Command schedules Panel 2
04-Mar-20 16:06:16	Audit message: Record changed (Panel) Panel 2
04-Mar-20 16:06:27	Access denied: Unknown format (50) Reader 1 Panel 2

Step 2: To resolve the above ‘Unknown Format’ message , you will need to make sure that you have selected the format within the ‘*Reader Options*’ tab under your panel properties.



Step 3: Now that you have selected your format you will need to run a download on the panel.

Step 4: If the correct format has been selected, the event log will provide you with the following message – “Access denied – invalid card number (#####)”.

Date	Log message
04-Mar-20 11:23:10	Access granted: Operator Reader 1
04-Mar-20 11:23:34	Audit message: Command sent Grant access rbh
04-Mar-20 11:23:34	Access granted: Operator Reader 1
04-Mar-20 11:24:20	Audit message: Command sent Grant access rbh
04-Mar-20 11:24:20	Access granted: Operator Reader 2
04-Mar-20 11:31:02	Access denied: Unknown format (1) Reader 1 Panel 3
04-Mar-20 11:31:02	Access denied: Unknown format (1) Reader 1 Panel 3
04-Mar-20 11:31:03	Access denied: Unknown format (1) Reader 1 Panel 3
04-Mar-20 14:54:14	System: Panel offline Panel 3
04-Mar-20 14:54:16	System: Panel offline Panel 1
04-Mar-20 14:54:17	System: Panel offline Panel 2
04-Mar-20 14:54:17	System: Panel online Panel 3
04-Mar-20 14:54:18	System: Panel online Panel 1
04-Mar-20 14:54:18	System: Panel online Panel 2
04-Mar-20 15:19:55	Audit message: Command sent Grant access rbh
04-Mar-20 15:19:55	Access granted: Operator Reader 1
04-Mar-20 15:20:14	Audit message: Command sent Grant access rbh
04-Mar-20 15:20:15	Access granted: Operator Reader 1
04-Mar-20 16:04:39	Access denied: Invalid card number (2733224) Reader 1 Panel 2

Step 5: If for any reason you are not receiving the card number printed on your card, we recommend going through each format. For example, if you have a 32-bit card, individually test each 32-bit format. Helpful tip – Some cards may not display any information on the card itself and could potentially produce an ‘invalid card number’ on multiple formats, displaying a different number each time. If this is the case, you can pick your preferred format.

Step 6: Once you have retrieved your card number, you will be able to add this as a new cardholder.

Please bear in mind that you will need to select the required format on each panel. When selected you would then need to perform a download on the panels.