

Compass Destination - Badge transactions do nothing

Last Modified on 10/06/2022 4:16 am EDT

Symptom

Compass Destination Entry.

Presenting a badge does nothing at the deck or keypad. There is no prompt for the floors that the user can access.

Granted No Entry appears in Alarm Monitoring.

Resolution

1. Go to **System Administration > Access Control> Readers and Doors > Settings** .
2. Select the **Assume Door Used** checkbox for the reader in question.

Applies To

OnGuard (All versions)

Additional Information
