

# Access Granted events for one panel were not appearing in reports or event log

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## Symptom

Access Granted events for one access panel do not show up in the reports or the event log.

## Resolution

A custom alarm was created for an access panel, and the only options selected were **Show Cardholder** and **Visual Verification**. All the Access Granted events for that access panel were in that custom alarm.

Remove the Access Granted events from that custom alarm.

Now the Access Granted events will show in Alarm Monitoring, and the old Access Granted events show in the event log.

## Applies To

All versions of OnGuard

## Additional Information

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