

Access levels assigned to badge at one region not replicating to other regions in an Enterprise system

Last Modified on 10/06/2022 4:19 am EDT

Symptom

You may experience the following issue when adding a new badge to a cardholder with an existing badge in one region of an Enterprise system.

- 1) On the Cardholders Badge form, you click [Add].
- 2) You enter the badge information, and click [OK].
- 3) If prompted to do so, you enter deactivation information for the previously active badge, and then click [OK] when complete.
- 4) When the Access Level and PIN Assignment dialog displays, you select **Copy from the currently selected badge**, and then click [OK].

These steps generate a transaction that will be replicated to the master server.

After replication from the region to the master, the access levels for the new badge are copied and replicated to the master server. However, at the master server, the badge will only have access levels for the specific region in which it was created. In addition, after this badge is replicated from the master to other regions, the badge will not have any access levels at those regions.

Resolution

To resolve this issue, complete the following steps:

- 1) Apply one of the following hot fixes, depending on the installed version of OnGuard:
 - OnGuard 2008 (6.0.148) Hot Fix 1.4
 - OnGuard 2008 Plus (6.1.222) Hot Fix 2.1
- 2) Execute the following SQL query against the AccessControl database:

```
INSERT INTO LNLCONFIG VALUES (1, 'LnIReplicatorCopyAccessLevels', 70, NULL)
```

Applies To

OnGuard 2008 (6.0.148)
OnGuard 2008 Plus (6.1.222)
OnGuard Enterprise

Additional Information

None
