



TROUBLESHOOTING GUIDE

DOC #: TG090003

DATE: 2/6/2009

REVISION: A

PROBLEM: Badges are not working.

TROUBLESHOOTING TIPS:

1) Verify the badge format for the badges are in the CA3000. If you purchased the badges from Continental Access, the badge format should be in the software by default. If not, Continental Access should be able to supply you the format. The CA3000 has five badge formats in it by default. It has a 36, 26, 19, 37 and a 31 bit format by default. If the badges were not purchased from Continental Access, you need to get the badge format and enter it into the CA3000. If you are unable to get the format information, you can get an RMA number from Continental Access, and send a minimum of 3 badges in for analysis.

NOTE: If you present a badge and no alerts show up in the CA3000, it is highly likely your badge format is not in the CA3000.

2) Verify the badges are compatible with the reader you are using. Certain badges only work on certain readers. For example, Indala badges are specific for certain Indala readers. A 36 bit Indala badge will only work on a 36 bit Indala reader. A 36 bit Indala badge will not read on a 26 bit Indala reader.

- 3) **Verify the frequency of the badge matches the frequency the reader reads. Older technology badges are 125 kilohertz. New technology badges (smart cards) are 13 megahertz. Some readers only read the 125 kilohertz badges and some readers only read the 13 megahertz badges. You can purchase a multi-technology reader which reads the 125 kilohertz badges and the 13 megahertz badges.**
- 4) **If your existing badges are using facility codes, you must use facility codes on the new badges. Our software requires the facility code to be entered in a hex value. You can use the calculator in Windows to convert the facility code to hex. The Windows calculator is under Accessories. When you open up the calculator, you must set the calculator to “Scientific” under the view menu. Click “DEC” and enter in the facility code in decimal (ex. 255). After entering 255, click “HEX”. A “FF” will display. “FF” is the hex equivalent of a 255 decimal.**

NOTE: If the box of badges shows a site code or facility code of 255, you would enter “FF” into our “Administration/Facility Codes” screen.

- 5) **If you swipe a badge, and the alert displays “Badge Violate Void”, this could be caused by multiple things. Refer to the following:**
 - a) **Verify the badge is entered into personnel with the facility code set properly and the correct “Access Group”.**
 - b) **If the facility code in personnel is set to 1 or greater, verify the facility codes are also entered into the “Administration/Facility Codes” screen (If facility codes are only set up in personnel, you will get a “Badge Violate Void”).**
 - b) **Verify there isn’t duplicate facility codes entered under the “Administration/Facility Codes” screen.**
 - c) **If the personnel record has a “1” for facility, and the correct facility code is in Box 2 under “Administration/Facility Codes” screen, this will give you a “Badge Violate Void” alert.**

- 6) If a barcode badge is not reading, verify you have the correct format in the CA3000 for the barcode. A barcode badge is similar to a magstripe badge. It is considered an “ABA” type badge. If you don’t know the badge format, Continental Access can supply you with a utility (ReadAba.exe) that will display the barcode or magstripe data when the card is swiped.

NOTE: A typical data pattern for a barcode or magstripe would be (0B05040302010F). The “0B” is the start sentinel. All barcodes and magstripes must start with a start sentinel (0B). The data in this barcode or magstripe is “54321” (the ReadAba.exe utility displays 2 digits for each number ex. “05”). The “0F” is the end sentinel. All barcodes and magstripes must end with an end sentinel (0F). The total bits in this badge format would be 7.

**Badge Id - Offset 1, Length 5
Start Sentinel - Offset 0, Length 1
End Sentinel - Offset 6, Length 1**

- 7) If a magstripe badge is displaying the wrong number when swiped, verify you are using the internal number of the magstripe badge. Magstripe badges have an embossed number on the outside. The embossed number on the outside is not the same as the internal number.
- 8) Verify your “Max Badge Digits” is set properly in the CA3000 for the length of your badge number. The highest number our 36 bit format can have is 5 digits (65535). Some formats like the 37 bit format can have more than 5 digits. If you are using a 37 bit format, you should set your “Max Badge Digits” to 9. Recent versions of CA3000 allow up to 19 digits. Earlier versions of CA3000 only allowed up to 9 digits max.
- 9) If you are having problems reading a barcode, verify you are using the EZ barcode reader from Continental Access. This is the only reader Continental Access supports. Also verify the barcode is positioned properly on the badge. When you swipe a barcode on the EZ barcode reader, the barcode must be in a certain position to read.

- 10) If your magstripe badges are not reading, verify you purchased the correct reader for your magstripe badge. Magstripe badges have 3 tracks them. We sell a track 1 reader and a track 2 reader. If your magstripe badge has data on track 1, you must have a track 1 reader. If your magstripe badge has data on track 2, you must be using a track 2 reader.**