

# Configure Access Control System (ACS) Alerts

Tailgating, Crossing, and Unauthorized Entry

Description

An “un-allocated” badge number can be assigned to send the ACS alerts about a tailgating, crossing, or unauthorized entry security event that occurred at the door. This badge number will be sent via Wiegand or OSDP just like the badge number of authenticated users. The events will show up in the ACS just like an ‘Access Granted’ or ‘Door Forced’ along with the associated door. Once in the ACS, they can be used to trigger video call-ups, sound alarms, or simply for reporting purposes.

TIP: Before proceeding to configure, ensure that the badge number and facility code info is displayed correctly in the Alcatraz AI Admin Portal. Swipe the badge with the card reader. A 1FA Badge Presented event will appear under Device Management -> Security Events. Read the badge number and facility code for the event and verify the info matches when configured in the ACS.

Step 1 - Configure Cardholder in Access Control System (ACS)

Create one or more cardholders by assigning the “un-allocated” badge numbers to the alert(s) you wish to be notified. For example the cardholder could have a first name = ‘Tailgating’ and last name = ‘Alert’.

Potential alerts are:

- Tailgating
- Unauthorized Entry
- Crossing

Use the following table to gather info for the alert(s) to configure:

Alert	Badge Number	Facility Code	Card Format
Tailgating			like 26-bit, 35-bit corp1000, etc
Crossing			
Unauthorized Entry			

Step 2 - Ensure Card Format Configured in Alcatraz AI Admin Portal

If the Card Format has not already been assigned and/or configured for the site, details for doing so can be found here: [Configure Card Format](#). If you are unsure whether or not a card format has been configured, go to Accounts and scroll down to the Card Information section.



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Step 3 - Turn On and Configure Alerts in the Alcatraz AI Admin Portal



- 1. Go to **Device Management** and select **Devices**.
- 2. Click on the Name of the Rock to open the Rock's info page.
- 3. Click on **Modify Device** to open up the configurations page.
- 4. Scroll down the page to **Device Configuration** and expand the **ACS Alerts** section.

Home / Device management - Devices

Device Management - Devices

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Status

<input type="checkbox"/>	Name	Status	State	Site	MAC Address	Device ID	
<input type="checkbox"/>	 MS Lab	Active	online	MS 6th floor	c0:9b:f4:90:05:74	003bef414c9d43e9a55203514ec5574d	...
<input type="checkbox"/>	 MS Lobby	Active	online	MS 1st floor	c0:9b:f4:90:04:51	c582962c39ac46e7b7d26815d3468244	...

Home / Device Management - Device / MS Lab

Device - MS Lab Active

Device Information

ID: 607eaf09a31e1f59d4c9b0e4

Device ID: c582962c39ac46e7b7d26815d3468244

Modify Device

Delete

Device Configuration

Advanced ☐

> Device Mode

> LED Control

> ONVIF

> Hold Signal Detection

> ACS Alerts

> Communication with Badge reader

> Communication with ACS

Cancel

Submit →



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5. Toggle to turn on **Enable ACS Alerts**.
6. Enter the information for the alerts (use table from Step 1).
7. Scroll down and Click **Submit** when done.

ACS Alerts

Enable ACS Alerts

> Communication with Badge reader

> Communication with ACS

Cancel

Submit

ACS Alerts

Enable ACS Alerts

Tailgating

Crossing

Unauthorized Entry

Add

Add

Add

Enable ACS Alerts

Tailgating

Crossing

Unauthorized Entry

Badge Number

Facility code

Card format

Delete

Add

Add

> Communication with Badge reader

> Communication with ACS

Cancel

Submit

\*The badge numbers should be not associated with any cardholders and are used only for the purpose of receiving alerts from the Rock

Important: If the Card Format assigned to an event is modified, you must delete and re-enter.

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## Step 4 - Test

Trigger any configured alert event and verify that the event shows up in the ACS.

For example, to test a tailgating alert, try the following with 2 people.

1. Enrolled user authenticates at the door
2. Second person follows them through the door within 5 seconds
3. Check for the tailgating event in the Alcatraz AI Admin Portal under Device Management → **Security Events**
4. Verify the event appears in the ACS event log

**Important:** if the tailgating event is not seen in the Alcatraz AI Admin Portal, the ACS will not receive an alert.