Roger Access Control System 5

Application note no. 043

Document version: Rev. A

Visitors Log

Note: This document refers to RACS 5 v1.6.6 or higher

Introduction

RACS 5 system enables registration and monitoring of visitors in company premises. Visits are processed electronically and visitor details are recorded in the database. Visitor acquires access rights only from the moment of planned visit start and the visitor automatically loses access rights when his proximity card is used at exit reader or from the moment of planned visit end. Visits are reported in details and they can be monitored in VISO software.

Before proximity card is given to Visitor the photo can be taken by means of computer's camera. Additionally a proximity card can be printed with Visitor details as explained in AN032 application note.

Full functionality of visitors management is available only in licensed VISO EX software.

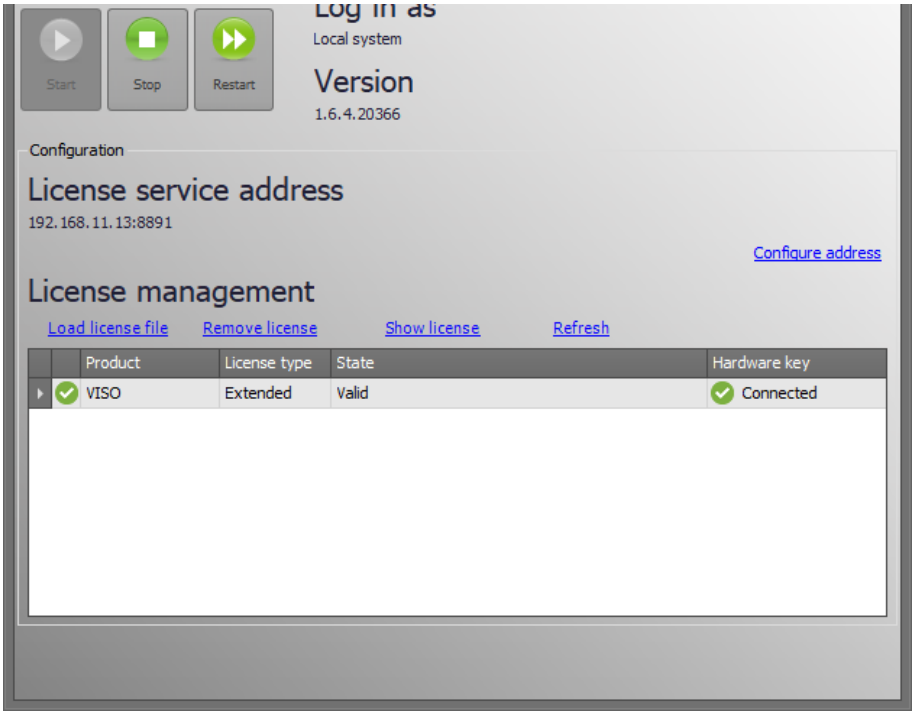
Preliminary configuration of RACS 5

In order to conduct preliminary configuration of RACS 5:

- Install VISO software and create local database according to AN006 application note or create recommended centralized database according to AN017 application note.
- Install RogerSVC software and select not only communication service but also license service. If services are supposed to be operated on individual servers then install RogerSVC on each computer selecting required services. In RACS 5 system only single communication service can be operated.
- Start RACS Services Manager selecting *Start->ROGER->RogerSVC* in Windows menu.
- Click the icon in Windows tray.

- In the manager window select *Database connection* tile and then *Configure connection* to indicate previously created RACS 5 database. Return to the main window.

- In the manager window select *Communication service* tile and then start the service. Return to the main window.
- Connect RUD-6-LKY hardware key to USB port of server with license service installed.
- In the manager window select *License service* tile, click *Configure address,* enter IP address of the computer with license service installed (e.g. 192.168.11.13) and define port (8891 by default).



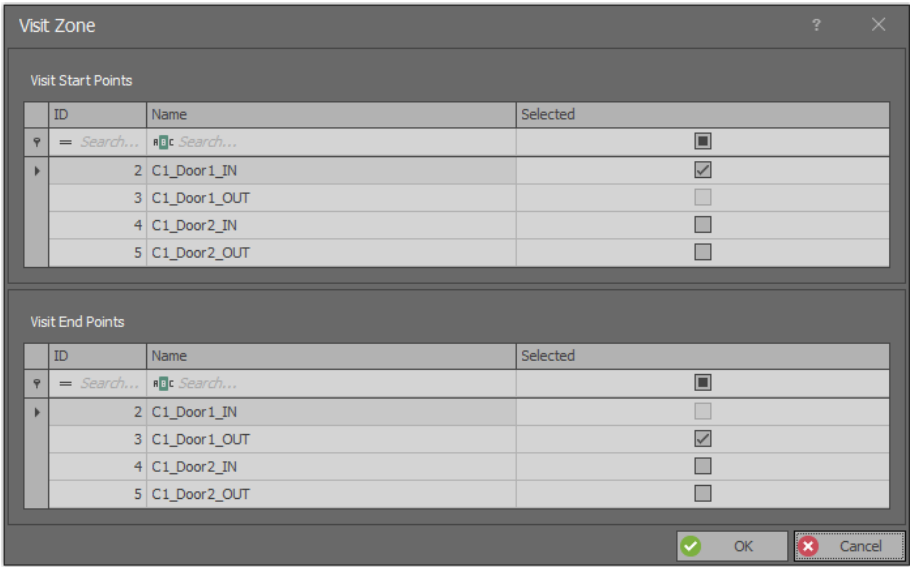
- Select *Load license file* and indicate purchased license file for RUD-6-LKY hardware key.

- Select *Start* and return to the main window. The service will be started and operated in the background whenever the computer is switched on even if the manager is closed.
- Start VISO software, in the top menu select *System*, then *Select Licensing Server* and indicate previously defined license service from RogerSVC software in order to start the program in VISO EX version.

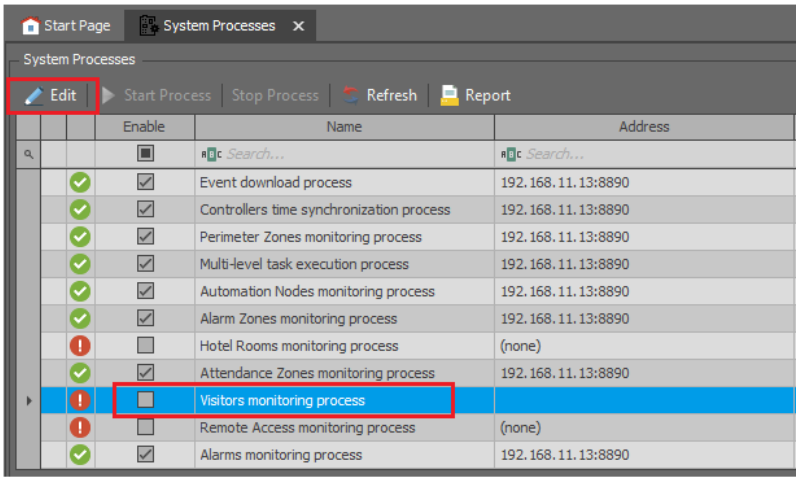
Visit Zone

Visit Zone can is defined by selection of Visit Start Point(s) and Visit End Point(s). Both types are selected from the list of Access Points (readers) already configured in the system. Only single Visit zone can be defined in the system. In order to create such zone:

- In the top menu of VISO software select *Configuration* and then *Visitors*.
- In the opened window select *Visit Zone.*
- In the next window select Access Points as needed. Close the window with *OK* button.



- In the top menu of VISO software select *Tools* and then *System Processes*.
- In the opened window activate the *Visitors monitoring process*.



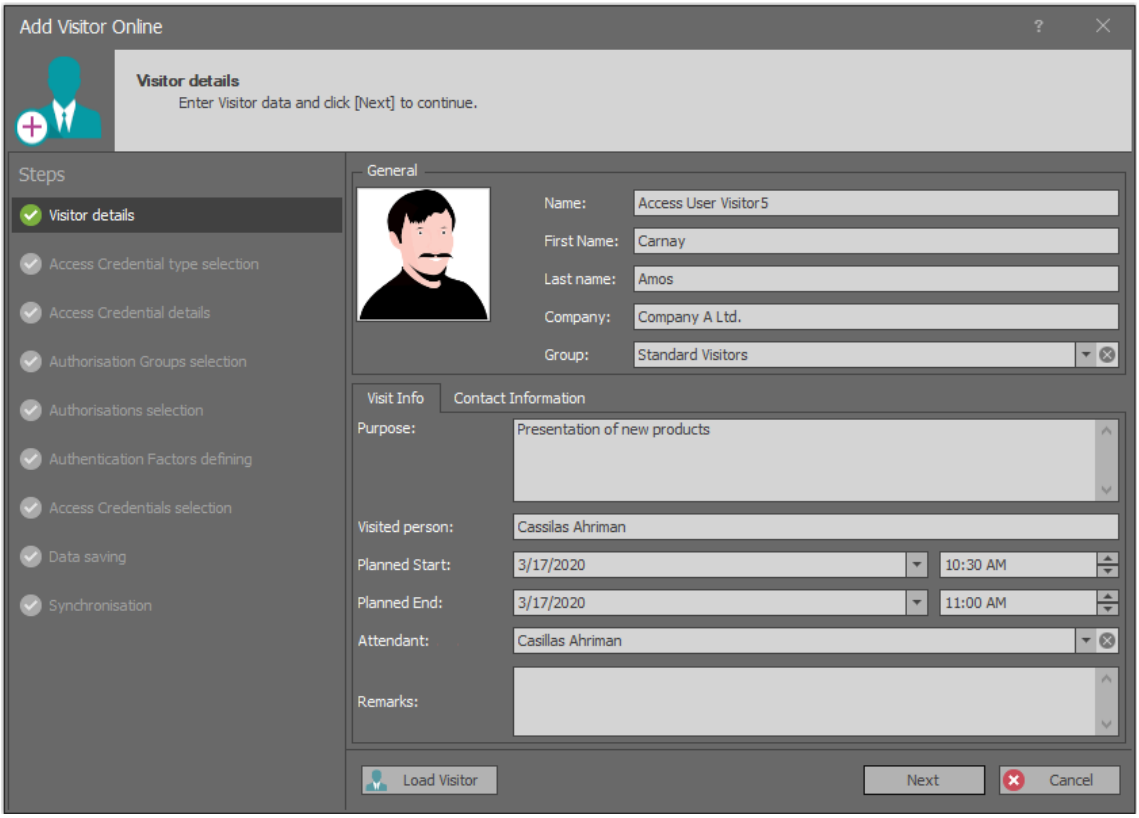
Visitors

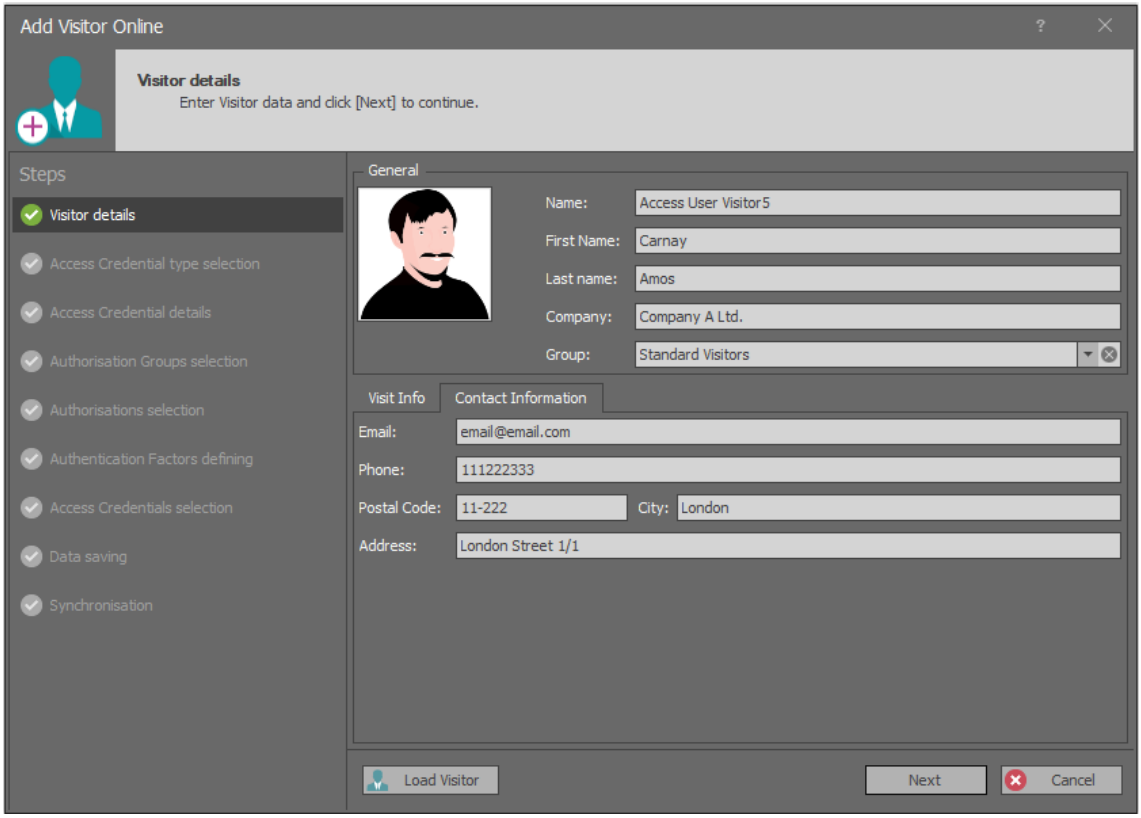
Visitors are separate category of Access Users which includes also Persons and Assets. In order to define Visitor it is recommended to use dedicated wizard:

- In the top menu of VISO software select *Configuration* and then *Access User Visitors*.
- In the opened window select *Wizards* and then *Add Visitor Online*.
- In the next window enter Visitor details including telephone/address data in *Contact Information* tab. Close the window with *OK* button.

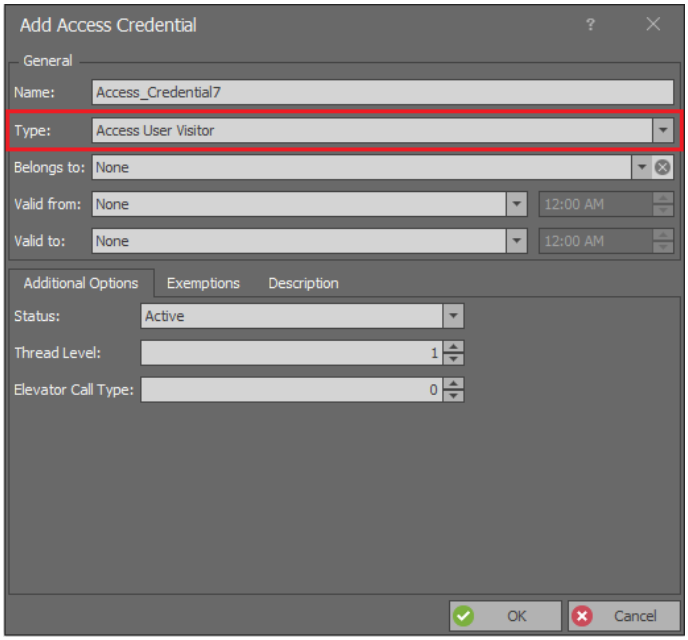
Additional notes:

- When Visitor is assigned to *Group* then consequently Authorisations (access rights) can be assigned to the Visitor if such Access User Group exists and it was assigned with Authorisations. This is one of 3 available methods for assignment of Visitor rights.
- Access User Person can be assigned from the list to a Visitor as attendant. Such association is informative only.
- The button *Load Visitor* can be used to automatically load personal details of the Visitor who comes to premises again so it would not be necessary to fill the same personal details manually.
- If photo area is right clicked then photo can be indicated or taken with computer's camera.

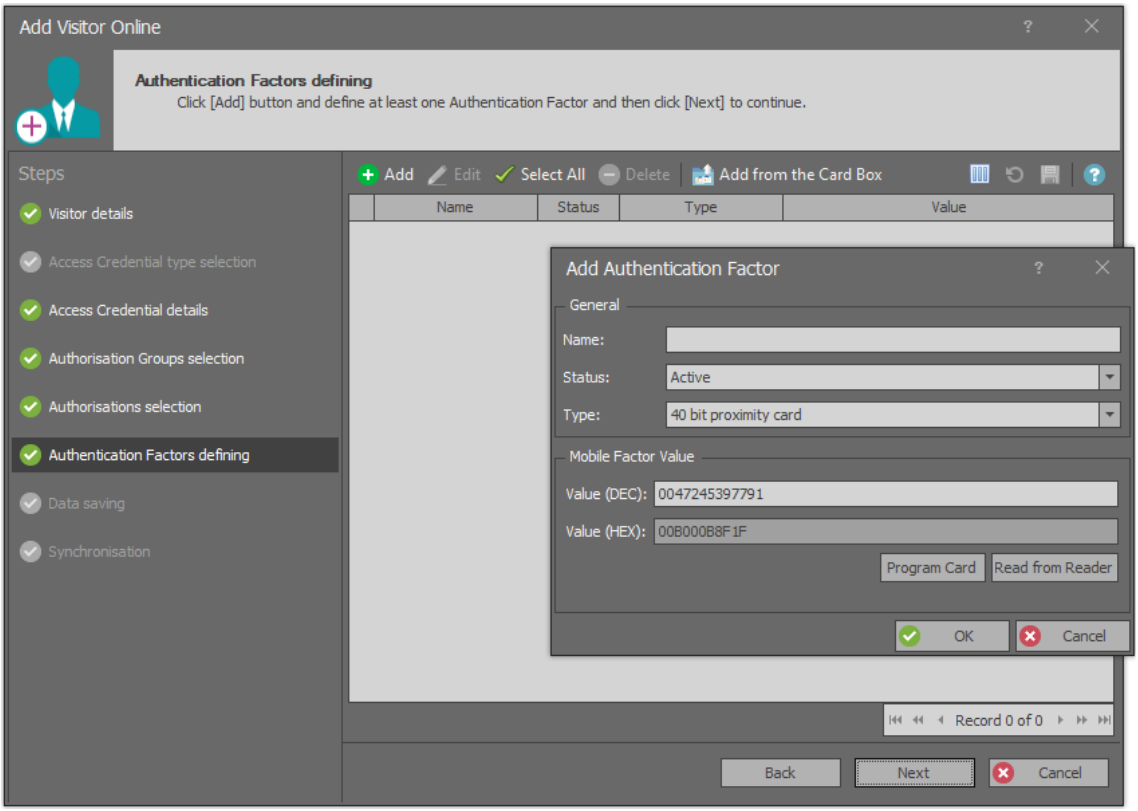




- In the next window decide if Visitor will be assigned with new Access Credential or existing one. The second option is practical for a scenario in which there are already created Access Credentials with Authorisations and Authentication Factors (cards) and they are dedicated to Visitors. In such case assignment of existing Access Credential facilitates and speeds up the process of Visitor defining in the system and RACS 5 operator can use the same proximity cards for Visitors. Access Credentials which can be assigned to Visitors must be *Access User Visitor* type. Due to such attribute they can be distinguished from remaining Access Credentials in the system. Otherwise the list could include all Access Credentials defined in the system which in extreme conditions would mean thousands of elements.



- If the Visitor is not assigned to any Access User Group or it is necessary to assign the Visitor with additional Authorisations and at the same time Authorisation Groups (e.g. access rights to multiple doors) are defined in the system then they can be assigned to Visitor in this step. Click *Next*.
- In the next window individual Authorisations (e.g. access right to single door) can be additionally assigned to the Visitor. Click *Next*.
- In the next window select *Add* to define Authentication Factor (card) for the Visitor. In the opened window enter the number manually or select *Read from reader* and then read the card at RUD series reader connected to computer's USB port or at Access Terminal i.e. any MCT series reader. Alternatively *Add from Card Box* can be used for card assignment if at least single unoccupied card is already available in the system. Close the window with *OK* button and then click *Next*.



- In the last window select *Synchronise* to upload new settings to controllers. If it is not possible to make such partial synchronisation then make full synchronisation and for example right click *Networks* command in the navigation tree of VISO software.

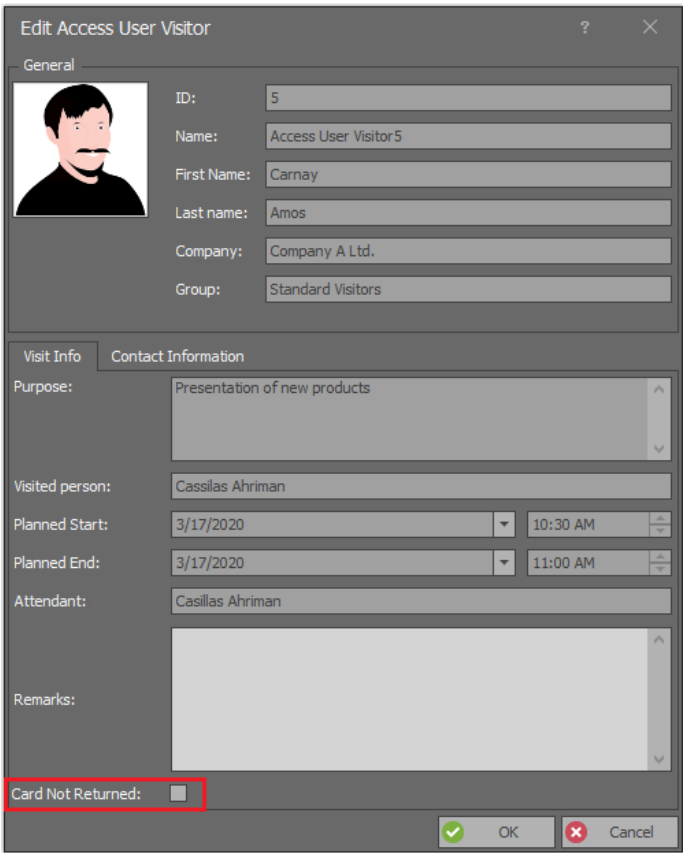
Visitors can also be managed manually in the window which can be accessed by selection of *Configuration* in the top menu of VISO software and then *Access User Visitors*. It is possible to remove and add Visitors, to assign them with Authorisations and Authentication Factors as well as to synchronise settings with access controllers.

Note: In case of Visitors, individual Authorisations and Authorisations resulting from Authorisation Groups and Access User Groups are limited in time. They are activated and enable access at doors only from the moment of visit planned start. From the moment of visit planned end or when Visitor card is used at Visit End Point of Visit Zone, Visitor Authorisations are automatically deactivated and such Visitor is denied access at doors.

Note: When Visitor is removed then visit details are also removed from Visitors Log.

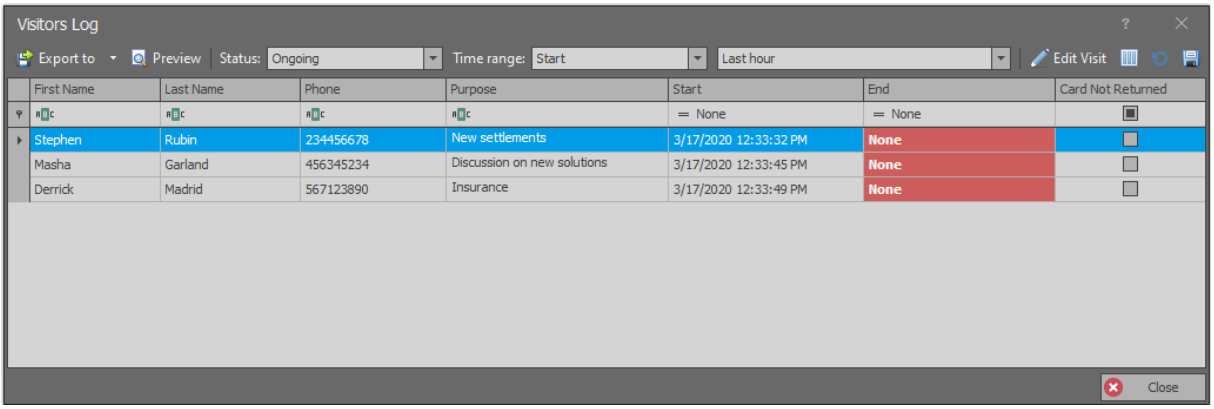
When Visitor is edited then the option *Card Not Returned* can be selected. This is only informative and can be further used when Visitors are monitored an visits are analyzed. Additionally if Visitor

card is not used at Visit End Point of Visit Zone and planned visit times elapses then such Visitor is automatically marked by the system with the *Card Not Returned* attribute.

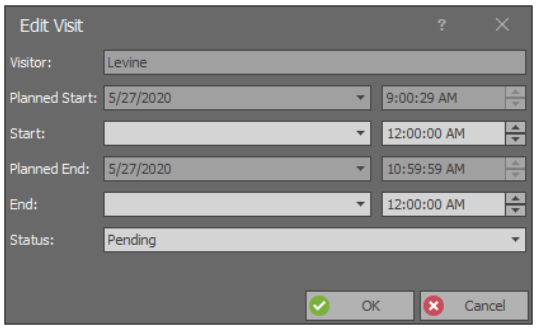


Visitors Log

Visitors Log can be used for complex and collective analysis of past, current and future visits. All visits can be filtered in regard of their status (pending, ongoing, ended, planned end passed, cancelled) and time range. Displayed list can be printed or exported to such formats as PDF, XLSX, TXT and DOCX.



Visits in Visitors Log can be edited and such parameters as visit start, end and status can be manually defined. This is useful if for any reason Visitor card is not used in Visit Zone and it is necessary to fill lacking data. It is not possible to edit data which is filled by the system.

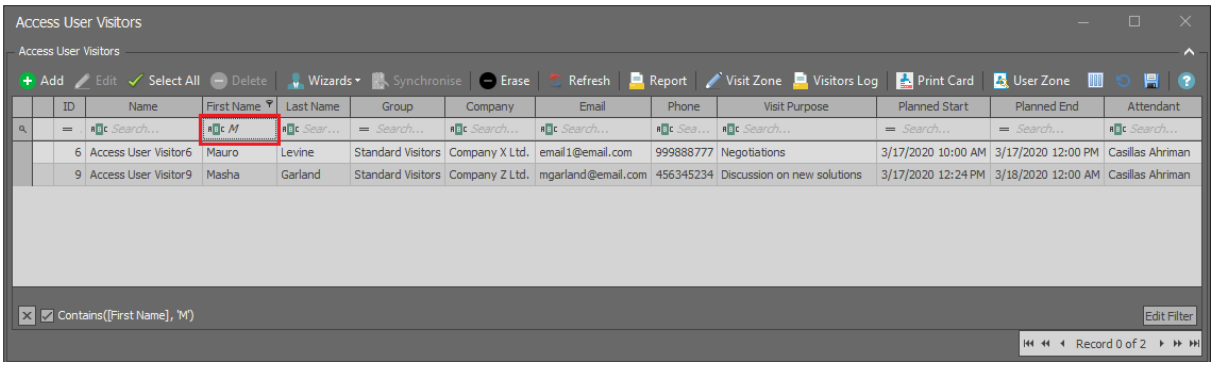


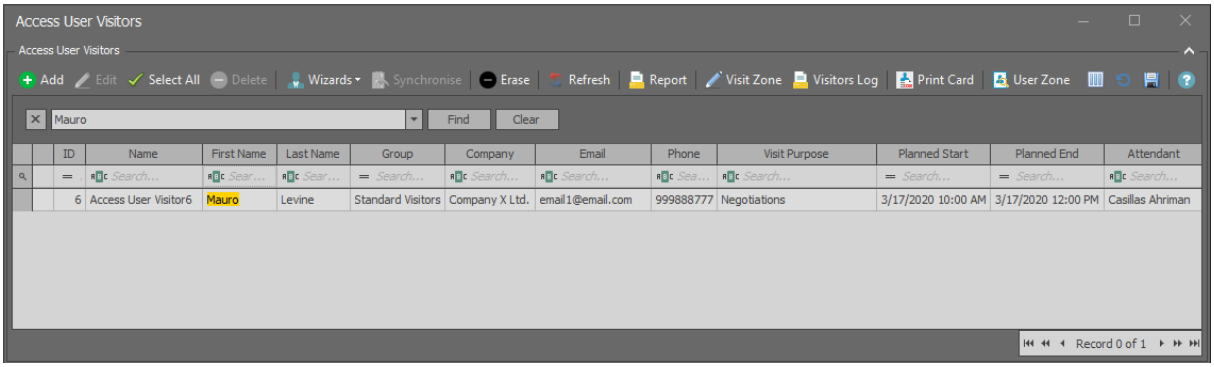
Data sorting and filtering

VISO software offers multiple advanced methods to search, filter and sort Visitors and visits in Visitors Log so it could be applied in large systems with multiple concurrent visits. These tools can be used for data analysis as well as for example for distinguishing visitors and visits form the past for their removal.

Searching

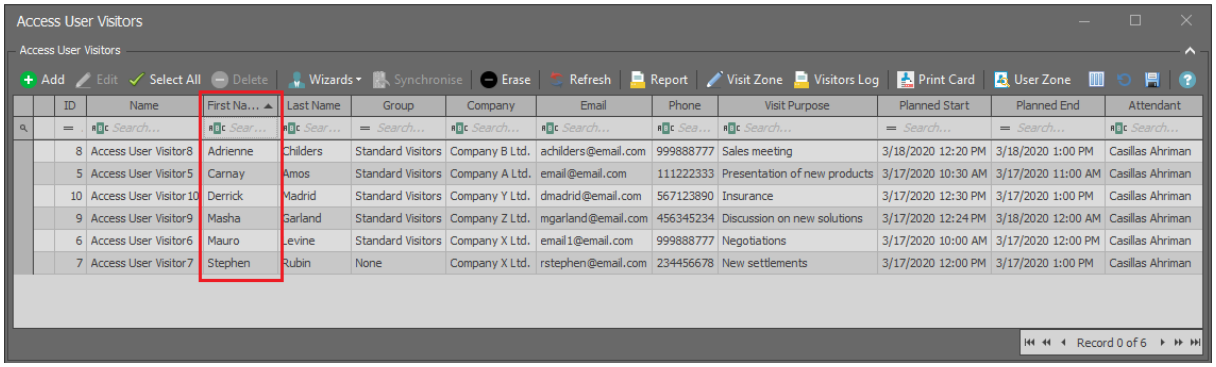
Searched text can be entered within the column or a dedicated tool can be started by right clicking any column header and then *Show Find Panel*.





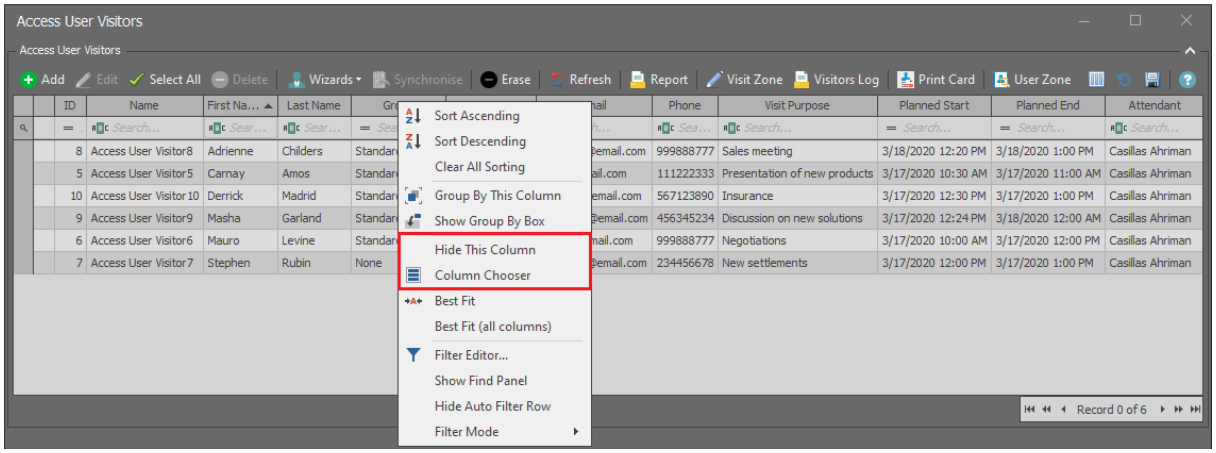
Sorting

Right clicking header of any column results in sorting the data according to such column.



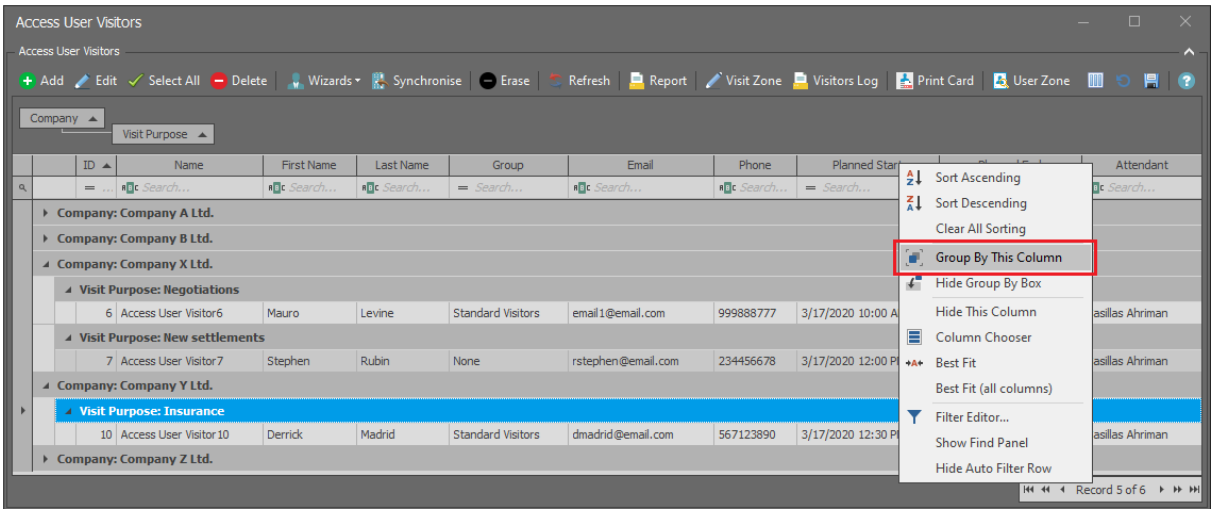
Column chooser

It is possible to hide columns, add them again and to reveal columns which are hidden by default. Right click header of any column to select dedicated commands.



Grouping

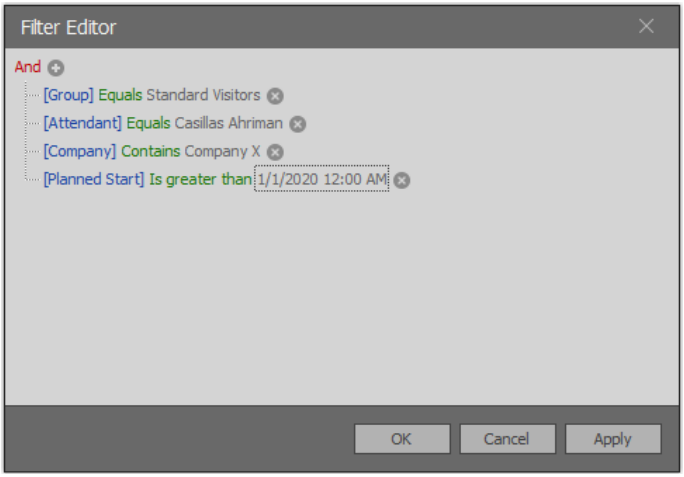
When header of any column is right clicked and then the command *Group By This Column* is selected then data is divided into groups with the same feature as in example below. Additionally the grouping can be hierarchical.

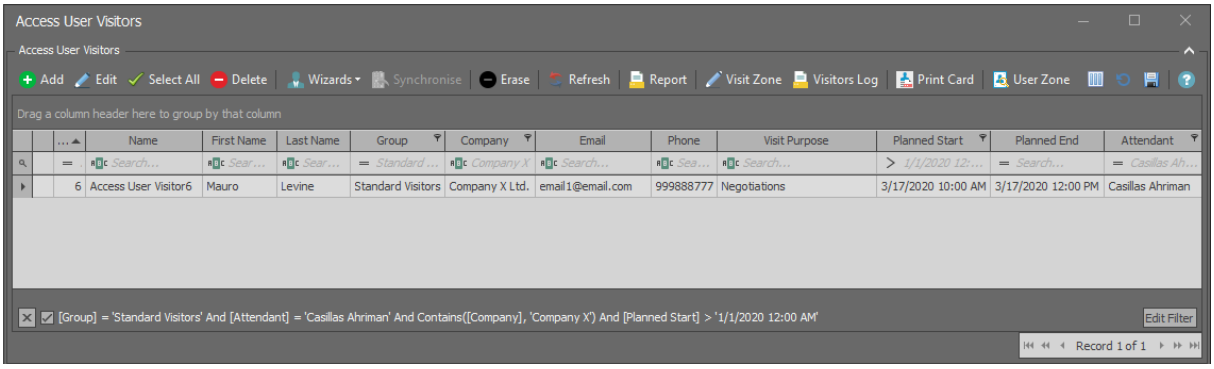


Filter editor

It is possible to define own detailed filter for displayed data and for example to limit the data to a certain period. The filter is started by right clicking header of any column and then *Filter Editor…*

Multiple elements on a list can be selected when SHIFT or CTRL key is pressed on computer keyboard.





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