

## Limitations and Notes

Any limitations that have been noted during the Factory Certification Test are provided below.

ID	Severity	Summary
DE134039	Acceptable Limitation	OnGuard Holidays are not supported with proxSafe Commander. An OnGuard badge holder with assigned keyTag access levels will gain access to the proxSafe cabinet regardless of an OnGuard configured holiday. Only the OnGuard time zone, which has been selected in the OnGuard System Administration Cardholder screen using the Deister "USERTIMEPROFILE" feature, is supported.
DE134040	Acceptable Limitation	If the User Time Profile drop down list is used to control badge access to the terminals/cabinets by OnGuard Timezone, Timezones are synched to proxSafe. A dropdown list must be created in OnGuard. proxSafe populates the ListBuilder list with the names of the Timezones for selection in the UserTimeProfile custom field. proxSafe does not delete the Timezone name from the list when the actual Timezone is deleted. This is because a user decision is needed if the List Builder item is assigned to any Cardholders before the list item can be deleted.
DE134054	Acceptable Limitation	Visitor person Type is not supported by the proxSafe Commander integration with OnGuard.
DE134055	Acceptable Limitation	Users created in proxSafe Commander are NOT synchronized into OnGuard. This allows dedicated proxSafe administrators to be created independent of OnGuard.
DE134056	Acceptable Limitation	If a KeyTag/KeyTag group name in proxSafe Commander is changed, the corresponding access level in OnGuard must be assigned to the cardholders again.
DE134057	Acceptable Limitation	If a User's (Cardholder) name or other user data synched from OnGuard are changed in proxSafe Commander, it will be automatically changed back to the OnGuard values by the next synchronization process. (Assuming the fields are correctly mapped in the preferences of the proxSafeSync).
DE134063	Acceptable Limitation	OnGuard Badge PIN is not supported by the proxSafe integration because the PIN is not exposed via the OpenAccess API. However another field can be created using OnGuard FormsDesigner and mapped to the proxSafe Commander PIN field to allow storage of the PIN in OnGuard. The field must be mapped in the preferences of the proxSafeSync tool to transfer PIN data into proxSafe Commander.
DE134064	Acceptable Limitation	If a Cardholder has multiple active badges, only the first assigned (i.e., the oldest) active badge will be synchronized by proxSafeSync. A custom field can be created on the Badge form that indicates the Badge is for use at the key cabinets.

DE134065	Acceptable Limitation	If custom fields are used on the OnGuard Cardholder form, the field name and the object name MUST BE exactly the same (using upper case letters only) when created via OnGuard FormsDesigner.
DE134066	Acceptable Limitation	If proxSafe Commander is successfully integrated with a non-segmented OnGuard system, and OnGuard Segmentation is later enabled, all proxSafe created Access Levels in OnGuard MUST BE deleted and will be automatically re-created during the next full sync cycle.
DE134067	Acceptable Limitation	When an Access Level created by proxSafe Commander is modified or deleted in OnGuard, it will be re-created with the same name/value that displays in proxSafe Commander during the next COMPLETE sync cycle. When the Access Level is created again, it must be manually assigned to Cardholders again.
DE134068	Acceptable Limitation	OnGuard Cardholder/Badge dropdown fields cannot be mapped to proxSafe Commander fields for synchronization, with the following exceptions: Department User Time Profile* proxSafe PIN* proxSafe Terminal User** Field is optionally created for use with the Integration.(Requires OnGuard license for full FormsDesigner support.)
DE134070	Acceptable Limitation	OnGuard Badge Activation/Deactivation date only is synchronized by proxSafeSync. Date and Time is not supported.
DE134071	Acceptable Limitation	Users created in proxSafe Commander are NOT synchronized into OnGuard. (NOTE: This allows dedicated proxSafe administrators to be created independent of OnGuard.)
DE134072	Acceptable Limitation	User (Cardholder) data modified in proxSafe Commander is not synchronized to OnGuard and will be overwritten by the next synchronization to match the data present in OnGuard.
DE134073	Acceptable Limitation	When KeyTag auto return feature is enabled in the Deister DataComm engine, a KeyTag can be returned without scanning an OnGuard badge.
DE134129	Acceptable Limitation	Events from proxSafe Commander are displayed in OnGuard Monitor as "Generic Event" and the Person column displays only the Badge ID. The Cardholder Name and event description is displayed in the Associated Text, which is displayed when clicking the icon in the info column.
DE134160	Acceptable Limitation	When integrated with OnGuard systems with more than 50,000 Access Level assignments to Active Badges, proxSafeSync may take longer than expected to synchronize due to a limitation in the OnGuard OpenAccess API. This limitation (DE134143) will be addressed in a future version of OnGuard.