

**Affects:** PC9000

**Subject:** Adding a new record but not saving it causes deletion of passcodes and authority levels for all users at the panel

### Situation

It has come to the attention of Bosch Security Systems that doing a manual download to all panels after adding a user and not saving the changes will result in all the users at the panel level no longer having passcodes (blank) and the authority levels reset to 0.

### Cause

This scenario is caused by adding a new record in Personnel Manager, but not saving it before exiting to another module. When switching to another module from Personnel Manager, there is a prompt to save changes. If NO is selected, a record is created in the PC9000 database with a User ID of 0. Later, when the 'Download Personnel Record to All Panels (or to Panel Group)' option is selected, the data structure at the panel becomes corrupted, therefore, removing all passcodes and changing the authority levels to 0 for all users at the panel. The database in PC9000 is still correct and shows all the information.

*Note: If AUTO ALARM is checked for a user profile and an event occurs that generates an alarm, PC9000 will automatically switch to the Alarm manager. If a new record is in the process of being added, PC9000 will switch to the Alarm Manager and will not save that new record. (The information that was entered is still in the PC9000 database, however, as an invalid User ID of 0).*

### Solution

To resolve issue, follow the procedures below:

1. Open the PC9000 application.
2. Switch to the Personnel Manager module.
3. Delete the record with the User ID of 0. This is usually Record 1 in the database. (There may be more than one record with ID 0).
4. Download to the panel(s).
5. Create a User Profile that DOES NOT have the AUTO ALARM option checked and use this login when adding users to the database. (The alarms that occur will still be visible from Personnel Manager, but will not automatically switch to the Alarm Manger).



*If this situation occurs, DO NOT IMPORT THE PANEL DATA INTO PC9000. This will cause the PC9000 database to be corrupt as well. If it is necessary to view the user codes from the panel, USE A D5200 PROGRAMMER.*





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