integriti
INTEGRATED SOLUTIONS

Operator Challenge

Document created with reference to

Controller firmware V3.0.2 and Integriti software V3.1.0.6951

Introduction

Operator Challenge displays information to the operator about a card access request.

Operator Challenge can be set up to randomly select users, allowing random bag searches or drug tests for example to be administered.

Users who do not have access permissions to particular doors can be granted access by using Operator Challenge.

In Integriti, the Challenge dialog is completely customizable allowing User Photos, CCTV streams, Allow/Deny buttons, Challenge History, Information display with changeable font/colours and several other items to be arranged and sized as desired.

The Operator Challenge can be used to passively view or interactively grant/deny access to users as they pass through one or many doors.

Operator Challenge dialogs can optionally display:

- CCTV footage
- The User's photo
- Custom text
- Challenge history
- Allow button
- Deny button
- A web page

A list of Task Actions can be executed automatically on any challenge, random selection, allow or deny. These Task Actions are the same as used throughout the system, allowing control of controller items, sending of messages, etc...

Configuring Integriti hardware

The Integriti hardware needs to be configured to use the Operator Challenge feature. If configured for Operator Challenge, the controller will attempt to contact the Integriti server. The door, user and other details are sent to the Integriti server for processing access control.

There are four entity types that need to be configured for Operator Challenge:

- Integriti controller records
- Integriti communications task records
- Reader modules
- User records

1. Click on the ⟨Hardware⟩ tab followed by ⟨Control Module⟩.
2. Double click a controller that will be used for Operator Challenge. The Editor Window for the controller should appear.
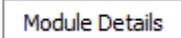
3. Click on **Module Details** and expand out General Behaviour.

4. Tick the Enable AURM option.

5. Save and close the editor window for the controller.
6. Repeat steps **2 – 5** for any additional controllers.
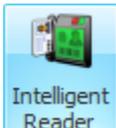
7. Click on the **Hardware** tab followed by **Reader** or **Intelligent Reader**.
8. Double click on a reader module that will be used for Operator Challenge.
9. Expand out Readers followed by Reader *n*.
   - *n* = The number of the reader to be used for Operator Challenge.
10. Tick the Ask PC option.
11. Save and close the editor window for the Reader Module.
12. Repeat steps **7 – 11** for any additional reader modules.
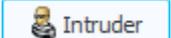
13. Click on the **Intruder** tab followed by **Users**.
   - For one user…
     a. Double click on a user that will be used to trigger Operator Challenge.
     b. Expand out User Options.
     c. Tick the Ask PC option.
     d. Save and close the editor window for the User.
   - For many users…
     a. Select a group of users.
     b. Right-click one of the selected users and select edit.
     c. Expand out User Options.
     d. Tick the Ask PC option.
     e. Save and close the editor window for the selected Users.
20. Repeat step **13** for any additional users.

Creating an Challenge Definition

An Challenge Definition consists of three sections:
- What To Challenge.
- Challenge Response Layout.
- Automatic Actions.

To create a new Challenge Definition…
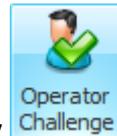
1. Click on the | Access Control | tab followed by | Operator Challenge |.
2. Click | Add New |. The Editor Window for a new Operator Definition should appear.
3. Give the Operator Definition a name.
4. Click on the | Doors to Challenge | tab.
   - You can use a combination of Doors, Sites/Keywords and Filters to specify what doors you want to monitor using this Challenge Definition.

     > *You should specify at least one Door, Sites/Keyword or Filter. Otherwise the Operator Challenge will not work.*

   a. You can add individual doors by clicking on the | Doors | tab followed by the | Add | button.
   b. You can add an entire site or keyword by clicking on the | Sites / Keywords | tab followed by the | Add | button.
   c. You can add doors by creating a filter.
5. Click on the | Users To Challenge | tab.
   - You can use a combination of Users, Sites/Keywords and Filters to specify what users you want to monitor using this Challenge Definition.

     > *You should specify at least one User, Sites/Keyword or Filter. Otherwise the Operator Challenge will not work.*

   a. You can add individual users by clicking on the | Users | tab followed by the | Add | button.
   b. You can add an entire site or keyword by clicking on the | Sites / Keywords | tab followed by the | Add | button.
   c. You can add users by creating a filter.
6. Click on the | Settings | tab.

7. The Show Challenge To Operator settings determine when the Challenge dialog will appear.
   - Setting this option to Never will mean that the Operator Challenge will never display. If users, readers, etc… are configured for Operator Challenge and there is no corresponding Operator Challenge, the controller will send a challenge request, time out after 20 seconds, then process the user based on their permissions.
   - Setting this option to Always will result in the Operator Challenge appearing on every access event.
   - Only on Random Selection will result in the Operator Challenge appearing on a random access event based on X occurrences out of Y challenges.

8. Settings for Requires Operator Input behave the same way as Show Challenge To Operator. When an Operator is not required to Input anything, the controller will continue to process the user based on their permissions.

9. Select X Occurrences and Out of Y Challenges is used to represent the random percentage of access events that will trigger the Operator Challenge.
   - E.g. Select 1 Occurrences Out of 3 Challenges will give you a 33% chance that the user will be picked for Operator Challenge.

10. Random Selection Message is a simple text string used to display a message to the Operator when an Operator Challenge event occurs.

11. Click on the | Challenge Response Layout | tab.

12. The Challenge response layout is configured the same way as an Alert Response Plan.
    a. Information Boxes display custom text. '%' tags and multiple lines are supported.
    b. Information Displays support basic HTML tags. The supported tags are listed below.
    c. Challenge Pass Button is required for situations where Operator response is required.
    d. Challenge Deny Button is required for situations where Operator response is required.
    e. User Image can display either the user image or a custom image field of the user that triggered the Operator Challenge.
    f. CCTV stream will display live CCTV video from the camera or cameras associated with the door(s) associated with the Operator Challenge.
    g. Challenge history displays a live stream of past and present Operator Challenges.
    h. Browser Item will display the web page specified. Keywords associated with the user can be used in the browser URL.

13. Click on the | Automatic Actions | tab.

14. Under the | On Challenge |, | On Random Selection |, | On Allow | and | On Deny | you can add one or many actions to perform on each of the four events.
    - On challenge occurs on every occurrence of the Operator Challenge based on the What To Challenge criteria.
    - On Random Selection occurs on a random Operator Challenge event based on the What To Challenge Settings.

- On Allow and On Deny occur when an Operator selects these options via the Operator Challenge dialog.

Information Display supported HTML

Tag	End Tag	Description
` `		Inserts a single line break.
`<color=value>`	`</color>`	Specifies the text color.
`Examples:`		
`<color=red>`		
`<color=0,255,0>`		
`<color=#0000FF>`		
`<backcolor=value>`	`</backcolor>`	Specifies the background color.
`Examples:`		
`<backcolor=red>`		
`<backcolor=0,255,0>`		
`<backcolor=#0000FF>`		
`<size=value>`	`</size>`	Specifies the font size.
`Examples:`		
`<size=10>`		
`<size=+4>`		
`<size=-4>`		
`<b>`	`</b>`	Defines bold text.
`<i>`	`</i>`	Defines italic text.
`<u>`	`</u>`	Defines underlined text.

Note that if you need to use angle brackets ('<' and '>') in the text of the controls that support HTML text formatting, you need to use an additional '<' bracket as a prefix. For example, to get "<some text>" you should assign "<<some text>" to the corresponding property.

Testing Challenge Definitions

Challenge Definitions should be tested by observing messages sent to the review log.

The following is an example of a typical Operator Challenge:

```
Locker 9B Actuator Off by Locker 9B (Door Logic) (R01:X01)   Single Aux Change
Locker 9B Locked by (Door Logic) (D002)   Door Event
Locker 9B Actuator On by Locker 9B (Door Logic) (R01:X01)    Single Aux Change
Locker 9B Timed Unlocked for 00005 secs by Storage (Door Logic) (D002) Door Event
John Card Access at R01:Rdr01 into Locker 9B User Access
John Card Access at R01:Rdr01 into Locker 9B - Software Auth. Response User Access
John Card Access at R01:Rdr01 into Locker 9B - Software Auth. Request  User Access
Wiegand Raw (26) = 1A00000000000000004E00F7(hex) at R01:Rdr01   Card Info
```

You will be able to determine if the challenge request is coming through to the Integriti server to be processed by observing the following messages...

The following messages are appended to review data (as seen in the above example).

Review message	Description
Software Auth. Overflow	A card has been presented to a reader that is configured for operator response. The controller is waiting for an operator response and… • Another card has been presented to the same reader. • A card has been presented to a different reader which is a part of the same Challenge Definition.
Software Auth. Denied	An Operator denied access to the user.
Software Auth. Timeout	An Operator did not action the Challenge request.
Software Auth. Request	A card has been presented to a reader configured for Operator Challenge.
Software Auth. Response	An Operator has allowed access to the user.

> If a Challenge Definition does not exist for a reader that has been configured for Operator Challenge then users with the Ask PC option will be granted access.
> This includes users without access permissions to the associated door record(s).