



## Door Access Violation

<b>Applies to:</b>	SmartZone NOC users
<b>Objective:</b>	Investigate and resolve door access violation traps in SmartZone
<b>Documentation Reference:</b>	SmartZone DCIM User Manual – Events
<b>Pre-Requisites:</b>	Monitored cabinet doors equipped with door sensors

### Description

This procedure allows SmartZone Network Operations Center (NOC) users to receive door access violation traps in SmartZone and to investigate and resolve these violations.

### Performing the Procedure

Step	Instruction	Graphic	Result
1	After receiving an email with the Event information, open SmartZone DCIM and navigate to the Events window.	<p>The screenshot shows the SmartZone DCIM interface. The 'Events' tab is selected in the top navigation bar. Below the navigation bar, there is a table of events. The table has columns for 'Time', 'Description', 'Device Name', 'Location', 'Device ID', 'Device MAC', 'Port', and 'Serial Number'. The table contains four rows of data, all with a status of 'Device Locked' and a location of 'R41010'. A red callout box with the text 'Click here to view Events' points to the 'Events' tab in the navigation bar.</p>	The Events that have been logged during the selected timespan display. The default is "Within 24 hours". Use the drop-down menu as needed to select the appropriate time filter to see the Event you

			were notified about.
2	Follow your data center's operating procedure for investigating the event.		Example: Call the onsite operation team and check the status of the reported cabinet.
<b>End of Steps</b>			

## End State

At the conclusion of this procedure the Threshold levels for Power will reflect the adjustments made by the user.

## Exceptions and Notes

Describe any known issues or frequently asked questions for this procedure.