



Why does the user key (E2/E3) not work even validity setting is "always active" ?

In CLIQ Web Manager, it is necessary that both the validity and the time schedule are set for a key.

This means: Even if the key is set to "always active", a time schedule is required. This is stored by default (Sunday 00:00h to Saturday 23:59h).

First of all, please check whether these settings are available on the key.

In addition, please check whether both the cylinder-side and key-side authorisations are programmed correctly.

[Link zum FAQ-Eintrag](#) | Status as of: 27.09.2022 | RedTeam