

**Applies To:** Mercury hardware with elevators configured.

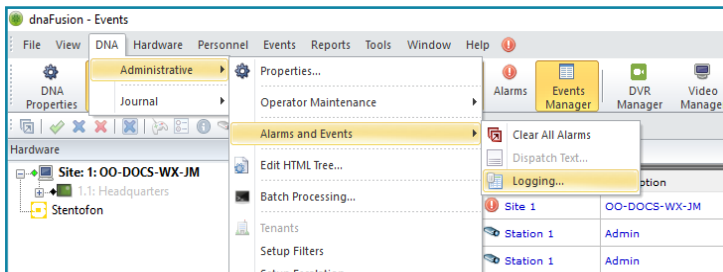
**Issue:** DNA Fusion with version 7.5.048 or a lower version with elevator access an “Unknown Event Received at Driver” is displayed on the Events Grid when a functioning elevator is accessed.

**Solution:** Disable the event from the Event logging Editor in DNA Fusion to prevent the event description from showing up on the Event Grid. Once DNA Fusion 7.6 has been released, Open Options recommends upgrading the system and re-enabling the event.

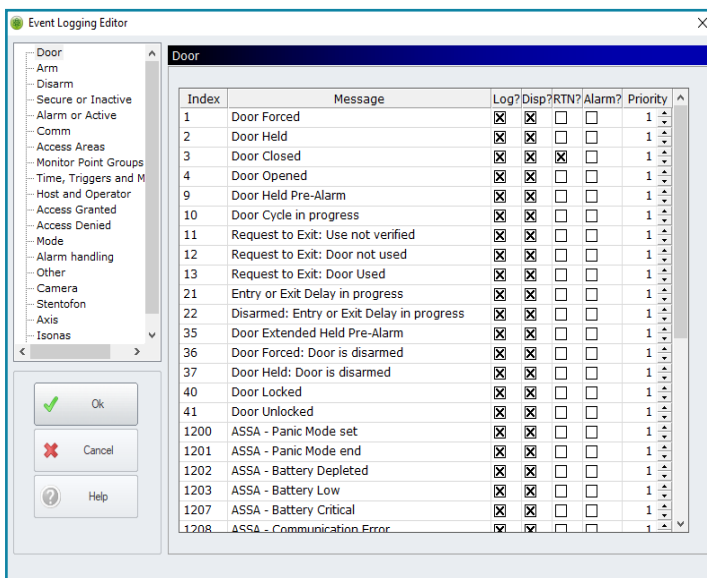
**Summary:** The “Unknown Event received at Driver” event is displayed when an elevator is being accessed. Disabling the event from appearing on the Events Grid is an option until version 7.6 is available. In the interim, the event can be disabled from displaying in the Event Grid. Additional elevator access information will be populated with the release of DNA Fusion 7.6.

## Locating the Event Logging Editor

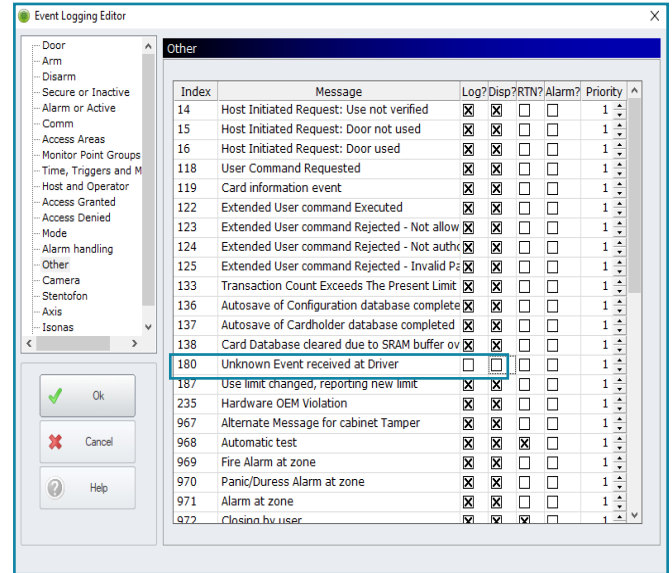
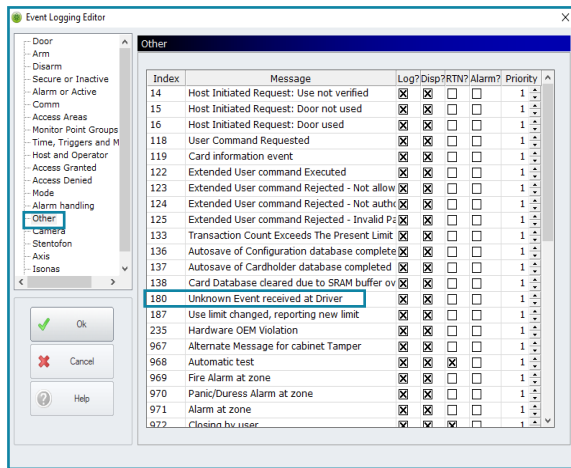
1. Open DNA Fusion and click DNA / Administrative / Events and Alarms option from the Main Menu.



2. Click Logging...  
The Event Logging Editor window opens.



- In the Event tree, **select Other** from the menu on the left.



- Locate *Unknown Event received at Driver* (Index: 180).
- Uncheck *Log?* (Log) and *Disp?* (Display).
- Click *OK*.

**Note:** Unchecking the *Log?* (Log) and *Disp?* (Display) checkboxes will **NOT** effect elevator access. Elevator access will function normally, but the event will not be displayed in the Event Grid.

## Upgrading DNA Fusion

Once available Upgrading DNA Fusion to version 7.6 will allow the *Event Grid* to display a better description for the accessed elevator. To view the DNA Fusion version information:

- In *DNA Fusion*, click *Help* on the main menu.
- Click *About DNA*.  
The version information is labeled is the *Build Number*.

