3xLOGIC

ACCESS CONTROL | infinias

Configuring and Creating a Hosted Door

Version 6.6

6/10/2019

This manual applies to the following products.

Product Name	Version
infinias ESSENTIALS	6.6
infinias PROFESSIONAL	6.6
infinias CORPORATE	6.6

Thank you for purchasing our product. If there are any questions or requests, please do not hesitate to contact the dealer.

This manual may contain technical inaccuracies or printing errors. The content is subject to change without notice. The manual will be amended if there are any hardware updates or changes

**Disclaimer Statement**

Table of Contents

1. Introduction

This guide will walk through the creation and configuration of Hosted Door Controllers on locally installed OS environments and the Infinias Cloud and both using the Discovery Tool and the controller's User Interface (UI).

A hosted door controller differs from the standard non-hosted door controllers in the following ways.

3xLogic	SSL eIDC32 Hosted	non-SSL eIDC33
SSL Encryption	Yes	No
Network Packet Type	TCP Only	TCP and UDP
Controller Initiated Communication	Yes	No
Requires Software Initiated Communication	No	Yes
Customizable Ports for WAN communication	No	Yes
Single Port Requirement for WAN communication	Yes	No

Hosted door controllers require special configuration on the controller side using the controller's UI or via the Discovery Tool.
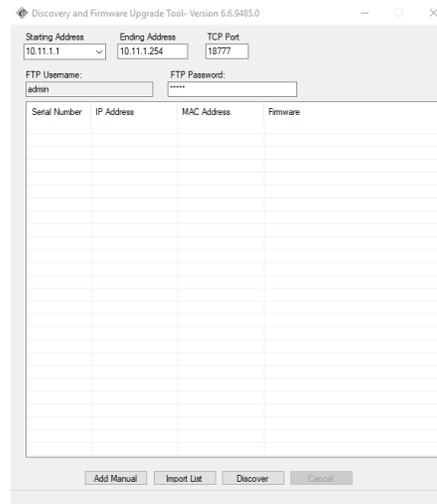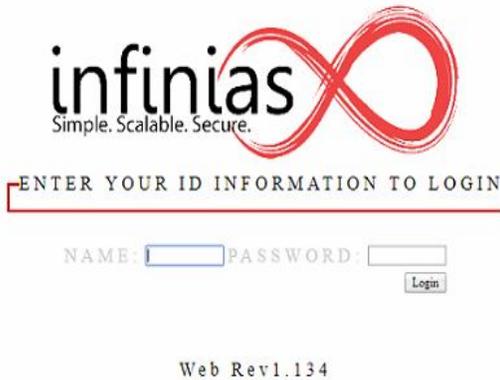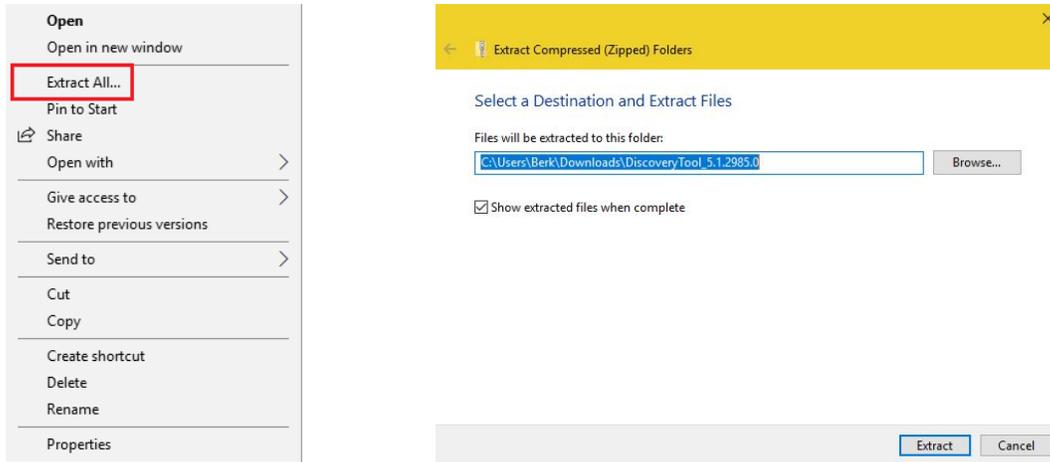
2. Configuring the eIDC32

2.1 Downloading the Discovery Tool

The Discovery Tool can be downloaded from http://www.3xlogic.com/software-center . Its purpose is to detect and configure eIDC32 door controllers for use in local or cloud configurations.

1. Once downloaded, extract the tool from the zip file by right clicking it and selecting **Extract All**.
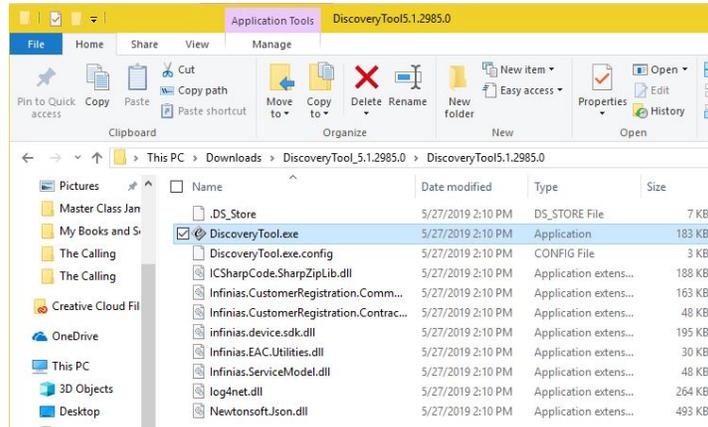

2. Leave the destination location default and it will extract it in the location you have the zip file.
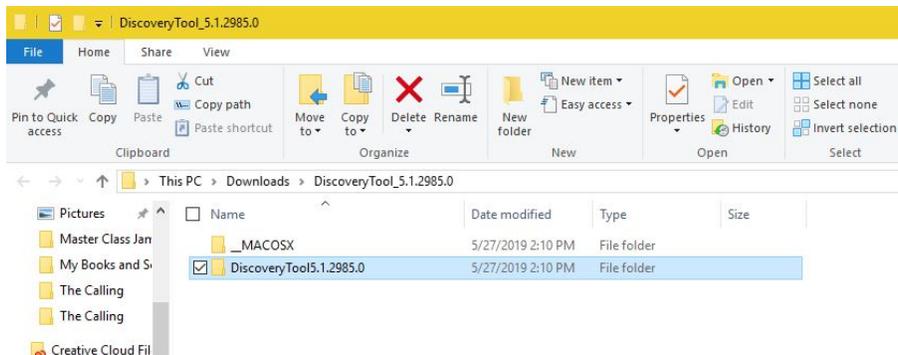

NOTE: The Discovery Tool is pre-loaded in 3xLogic based Intelli-M Access servers.

2.2 Configuration Using the Discovery Tool

1. Navigate to the Discovery Tool folder and look for the application file as shown below and double click it.

2. Once the application is open, enter the IP address range that you want to scan.

    a. It is important that the discovery tool scans the same IP range that the system it is running on is assigned to. The chances of successfully discovering the door controllers on a different subnet are very limited.

    b. Leave the default TCP port and FTP username and password as default.
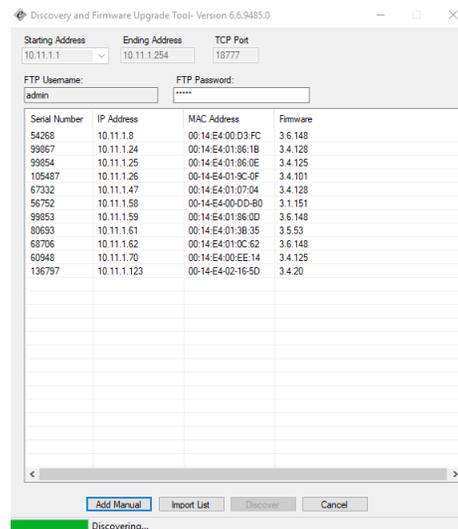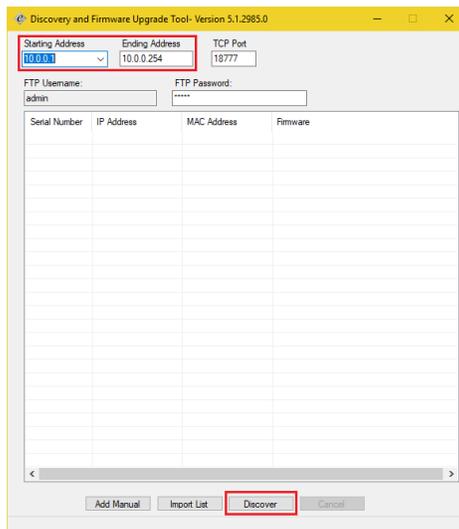
NOTE: If you cannot discover the door controllers, yet you can navigate to them via a web browser, please jump to the **Configuration Using the Controller's UI** section of this document.

3. If the IP address settings need to be altered, that can be done by right clicking the door controller requiring change and selecting **Modify**.

4. The next step is to verify the latest firmware is updated on the controller(s). You can check to see what our latest firmware is by navigating to http://www.3xlogic.com/software-center .

    a. You do NOT have to extract the firmware zip file. Just click on the Upgrade Firmware option on the menu and point that to the file you downloaded.

    b. If you have issues, try defaulting the configuration on the controller or doing a factory reset.

5. Otherwise, right click and select Modify Host Configuration.

NOTE: New door controllers are programmed out of the box to sync with the Infinias Cloud. Please see the Infinias Cloud Quick Start Guide (QSG) for further details on the initial steps of the cloud configuration.

infinias_cloud_qsg.
pdf

6. Click Get Default Configuration if you are programming an eIDC32 for use on the Infinias Cloud. The fields will automatically populate with the relevant information.

7. If using a locally installed (hosted) setup, change the Primary and Secondary address fields to match the IP address of the system where the software is installed.

8. The other fields will remain default.

9. Click Send to eIDC when finished.

   a. The outbound configuration section of the eIDC32 will be reprogrammed to match the settings listed here.


NOTE: The Customer ID is not required on local system installation using hosted controllers. It is only required in special circumstances in Infinias Cloud.

2.3   Configuration Using the User Interface

Configuring the eIDC32 door controller is similar to the way the discovery tool is programmed. This method is utilized as an alternative to the discovery tool when the discovery tool is having difficulty in locating the controllers on the network.

In that case you will need to determine the IP address of the controllers via other means such as a network device scanning utility, the UI of the switch the devices are plugged into, or by rebooting the controllers and reading off the IP address that pulses on the LEDs located on the face of the eIDC32.
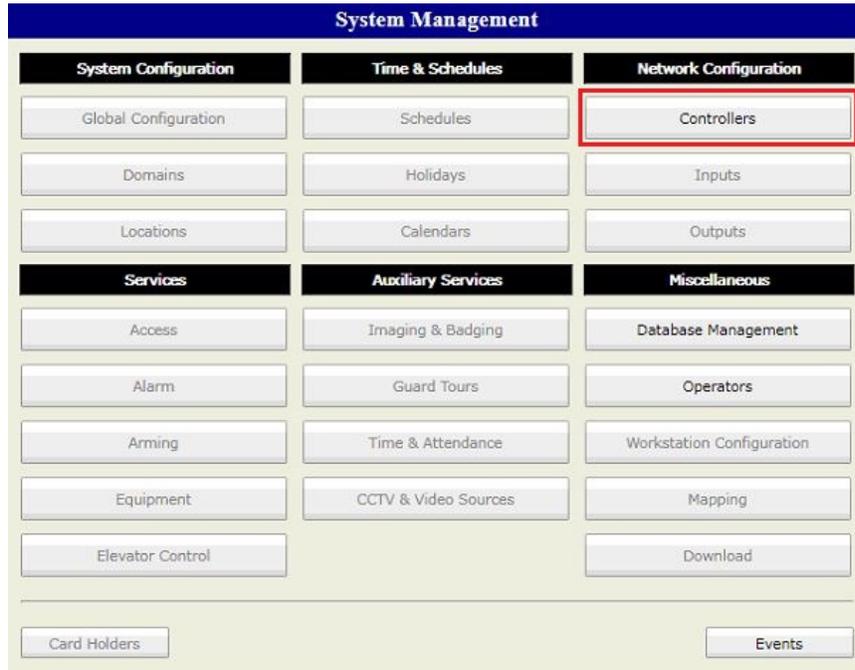
1. Once you've determined the IP address of the eIDC32, open a current web browser and input the IP address in the address bar and press enter on the keyboard. You should see the login page below.
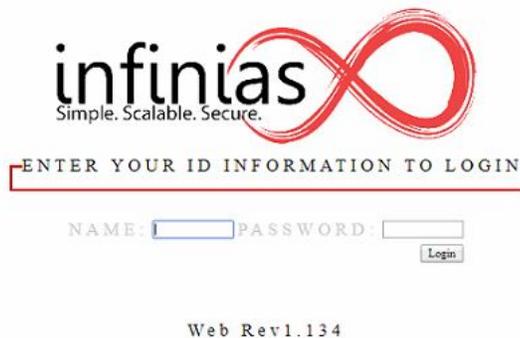
2. Login with the default user: admin and password: admin.

3. The event monitor system will load.

    a. Click System in the upper left to navigate to the system management screen.

4. Click on Controllers in the upper right.

5. Highlight the controller and click Modify in the lower left.

6. For Infinias Cloud controllers, configure the outbound configuration with the information highlighted in the screenshot below.

   a. If using salesdemo.infinias.com, your sales demo kit should have come pre-configured. If it is not configured, please contact support.

   b. If it is connecting to a locally installed Intelli-M Access software package, please fill out all the fields as below. However, change the Primary and Secondary Host address fields to the IP address of the system where the software is installed.

7. Once configured, click OK in the lower right-hand corner.

8. The controller may prompt for credentials after this is complete. User the same credentials as the login.

    a. User Name: admin Password: admin
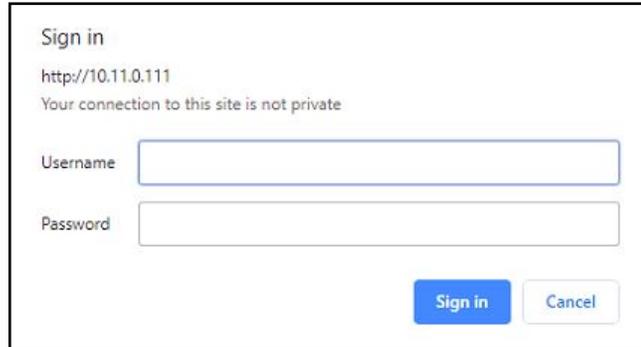
The controller is now configured. You are now ready to program the door in the intelli-M Access software. Please see the **Creating a Hosted Door in Intelli-M Access and Infinias Cloud.**

3. Creating Doors

3.1 Creating a Hosted Door in Intelli-M Access and Infinias Cloud

1. Login to Intelli-M Access.

   NOTE: Please see the Intelli-M Access Installation Guide for details on logging in to the software.
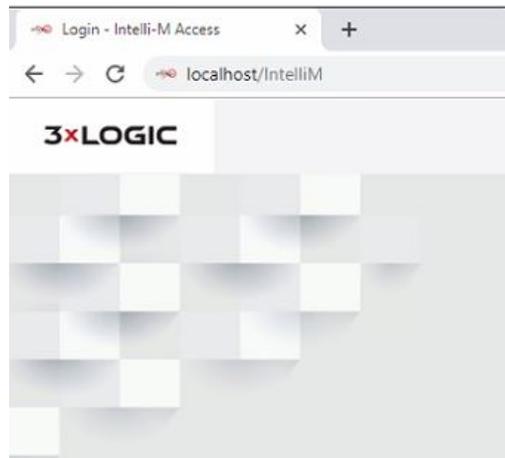
2. Navigate to the configuration section and Doors Tab will be the default page that loads.

3. Click Create Door.
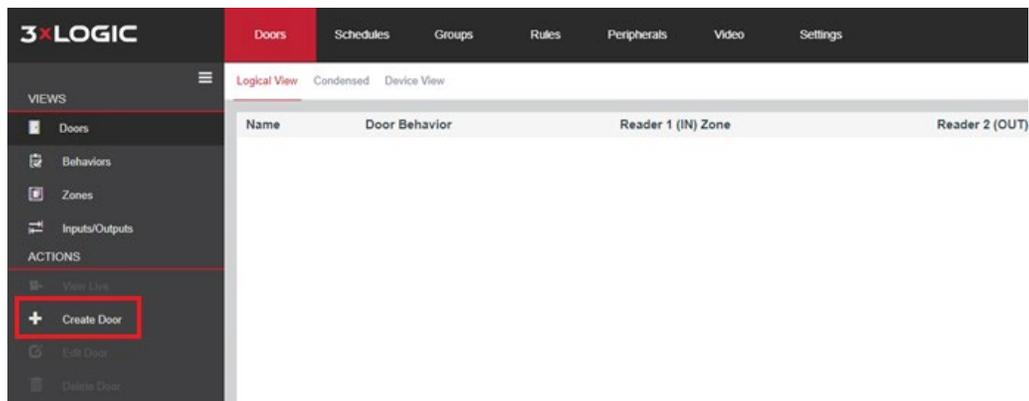
4. The door creation page will load and be defaulted to the eIDC32 (Hosted) under the device drop down menu.

5. The first thing to check is to see if your hosted doors are synced to the system. Click the serial number drop down menu and see if the door controller's serial numbers are populating.

6. Select the serial number of the controller you want to configure and then proceed back to the top and fill out the required fields.

    a. Name the door

    b. Select the Door Behavior

        i. The door behavior is the lock/unlock schedule you want the door to follow. Always locked is the default.

    c. Time Zone

    d. Secured (Inside) Zone

   i. This is the area or location that is requiring the credential to be presented to gain entry to.

    e. Unsecured (Outside) Zone

        i. This is the area or location that the person with the credential is coming from. Unless an out-reader is being used in conjunction with an in-reader, this field is just informational.

    f. GPS coordinates are only required if you plan on putting restrictions on how far away a person can use their Mobile Credential phone app.

7. Select the Door Type that will be used for this door.

    a. The diagram button will show the configuration for the default door type.

        i. If the door type is custom, no diagram will be available.

    b. Additional door types can be enabled under the settings tab, door types, edit door types. Please see section 0 for further information.

OC2 Fail Safe with Door Contact
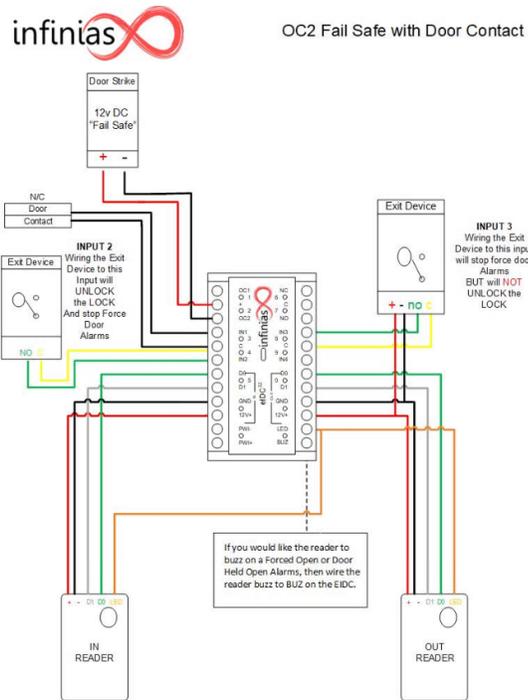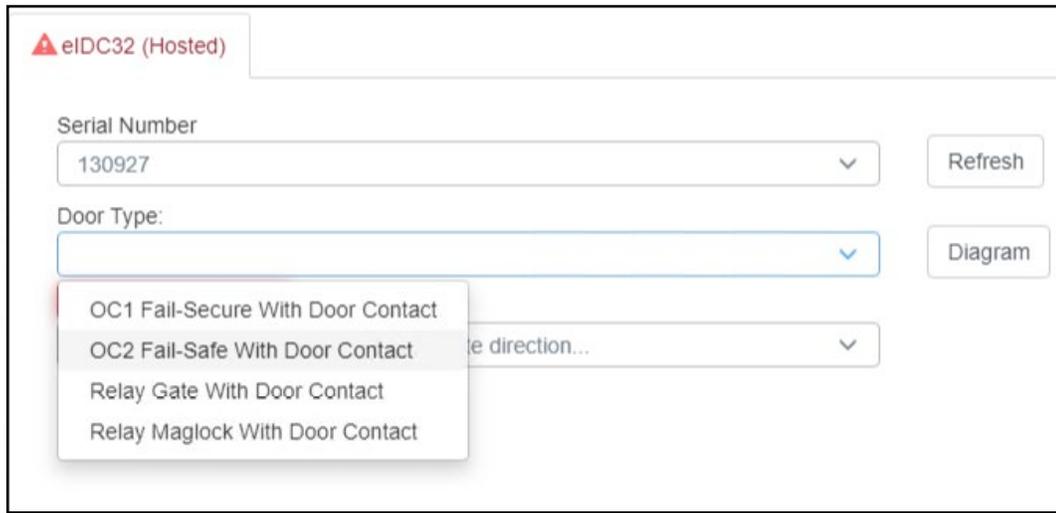
8. Click Create when finished.

Within a few minutes the door should come online and show an online status, lock status, door open/closed status.

Name	Door Behavior	Reader 1 (IN) Zone	Reader 2 (OUT) Zone	Customer	Status
Main Entry ⊕	Always Locked	Inside	Outside	Root	▲◱●

NOTE: The Logical View, Condensed, and Device View links will provide different information and layouts to the doors tab.

Right clicking the door will allow a sub menu to appear that allows the same functions to be selected that appear under the **Actions** menu on the left-hand side of the screen.

Create Door
Edit Door
Delete Door
Update Modified
Update
Get Events
Navigate
Update Firmware
Retrieve Configuration

3.2 Enabling Additional Door Types

In the door creation screen, only a few door types are visible by default. To enable additional door types, follow these steps.

1. Navigate to the configuration section of the software and **Setting Tab.**

2. Click **Door Types** under the Views menu section.
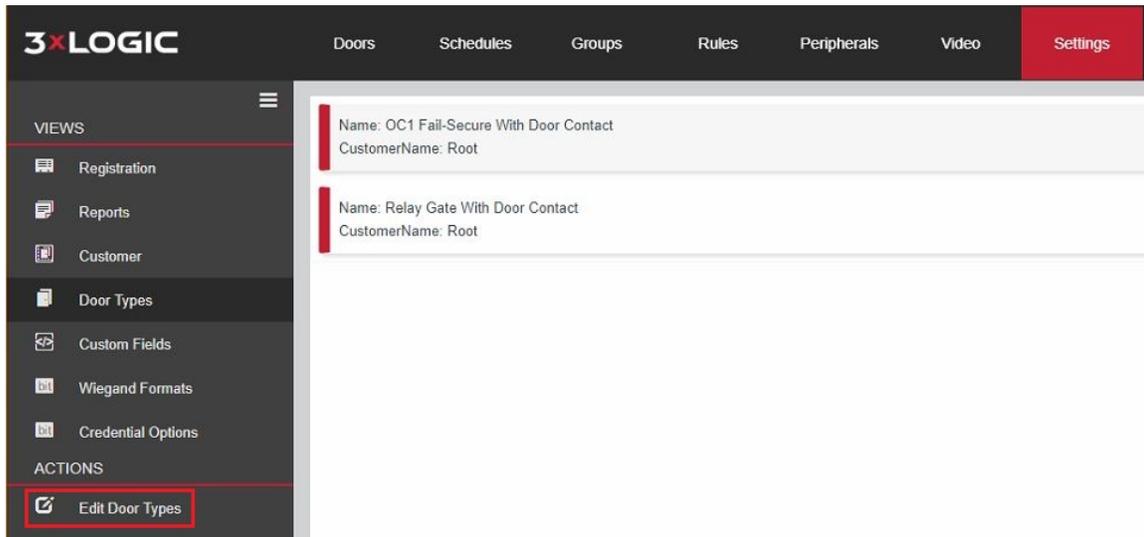
3. Click on the Edit Door Types under the Actions menu section.

4. A new window will appear with additional door types that can be enabled or disabled.

   a. Select a door type and click Save and the new door type(s) will be added to the door types list on the door edit page from step 7 in the previous section.
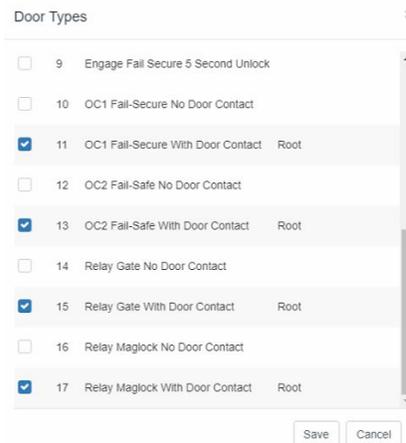
NOTE: There are two doors tabs in the software. This door tab exists under the configuration menu and is the only menu where a door can be created. The other door tab exists under the home screen. That doors tab is the only menu with the option for manually overriding the door with a Unlock, Lock, Momentary Unlock, and Revert to Schedule.
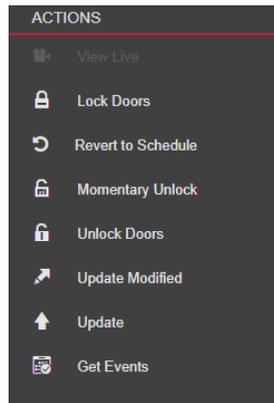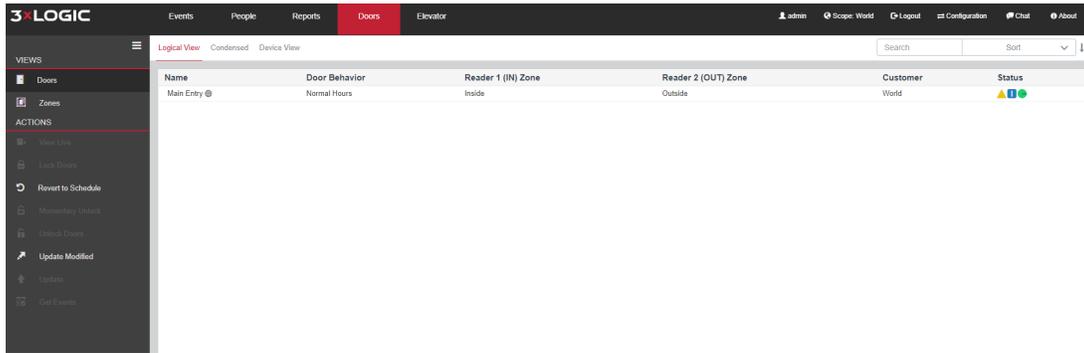
You are now ready to add people and credentials.

NOTE: If you require custom zones, groups, or access privileges, please see the main user guide for further details.

4. Troubleshooting Tips

If you have problems getting a hosted door to sync to the server or to cloud, there are some things to try to help in determining what might be causing the lack of communication.

1. A command from the address bar of the web browser can be used to get an outbound status from any eIDC32.

    a. Type in the IP address of the eIDC32 followed by /eidc/getoutboundstatus

        i. Example: 10.11.0.111/eidc/getoutboundstatus

    b. The result would look similar to the following:

        i. {"result":true, "cmd":"GETOUTBOUNDSTATUS", "body":{disabled 0, _bUsingPrimary 1, _obTimer 160648822, currentTick 294707083, _obState 10, _obSocket 0, hostIp 10.11.0.206:18800, dnsServer 10.11.0.10, retryInterval 900, HAL connection 0}}

    c. Three primary things to look for

        i. Obstate = 10, if it is any other number the device is timing out.

        ii. Host IP should be populated with an address.

        iii. DNS Server address should have something listed if the eIDC32 is communicating outside the LAN.

2. If troubleshooting a Cloud synced controller, you should not be able to log into the eIDC32 using the default user **admin** and password **admin**

    a. The first step a cloud sync accomplishes is changing the password for the admin user to a customer specific password that is found on Portal.3xLogic.com under the settings in the lower left.

3. The controller's event's page will show its attempts to connect to the host. If it succeeds it should look similar to the screenshot below.

4. If the site running a hosted controller is tightly controlled by network administration, it could be that the controller is being prevented from communicating out of the LAN or over different subnets. Please contact the local network admin and verify nothing is being blocked by firewall, domain, or antivirus.

5. Please contact Support if you continue having issues.