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FUYLTower Management Portal - Instructions

Overview

The FUYLTower Management Portal (**FTMP**) provides services to administrators of FUYLTower installations including remote locker override, configuration, locker status, event log and audit trails, and firmware updates.

FTMP is a HTML application and should be accessed using a browser (Chrome, Firefox, Explorer and Safari are supported), and supports local administration only (no access through the internet, the FUYLTower must be connected to the same physical network as the administrator).

Before attempting to use this manual, it is recommended to be familiar with the FUYLTower User Manual, particularly the section on the **admin keypad override mode**.



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SETUP

A network cable with some excess length is provided in the undershelf of the FUYLTower. This can be extended using a commonly available adapter if needed.

The FUYLTower can be connected to a local area network (or router) provided that a DHCP server is running. It will automatically obtain a network address (IP address).

The FUYLTower can also be directly connected to a laptop or computer with a standard Ethernet cable (a crossover cable is not required). When directly connected, the FUYLTower defaults to IP address 169.254.172.16.

Always allow at least 30 seconds when unplugging the FUYLTower from a network before plugging it into a different network. This ensures that the FUYLTower is ready to connect to a new network.

CONNECTING – QUICK START

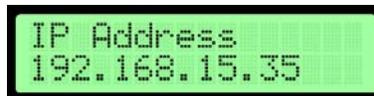
Connecting to the FUYLTower Management Portal (**FTMP**) is done through a web browser, such as Internet Explorer, Firefox, Chrome or Safari.

FUYLTOWER ADDRESS

Obtaining the network address (IP address) of the FUYLTower is done through the **admin keypad override mode** on the control panel of the FUYLTower. For detailed instructions, refer to the FUYLTower User Manual.

Note: Wait for at least 60 seconds after powering on the FUYLTower or connecting the network cable to the laptop or LAN before attempting to check the address.

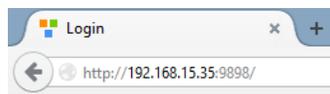
Use the admin control access key (the smaller of the keys) to start the process. Now enter the 8 digit auth code. When the menu options appear, press **6**. The IP address should be displayed. If the DHCP server has not yet issued an IP address, wait for few minutes and try again.



ACCESSING THE PORTAL

Open the web browser and type the address into the URL bar at the top of the screen, using the address that was displayed on the FUYLTower LCD, but add :9898 at the end.

<http://xxx.xxx.xxx.xxx:9898/>



When the page loads, a login should be displayed.

Important: Now that you have tested the portal connection, there are some other access methods that would be beneficial to understand. They are discussed in the **CONNECTING – ADVANCED** section.



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CONNECTING – ADVANCED

AUTOMATIC IP ADDRESS DISCOVERY

If using an mDNS hostname discovery service (eg. Bonjour for Windows or MAC), the FUYLTower can be accessed using the name defined during setup. See **SYSTEM CONFIGURATION** section. eg. <http://tower-name.local:9898/>

This is advantageous because IP addresses on a network can sometimes change, so it would be necessary to return to the control panel to find the new address.

Note: Due to network compatibility issues there are some situations where the .local domain may not work. In this case there is always the option to fall back to the manual IP address method described above.

Note: Bonjour is commonly used Windows or MAC software which is used for device discovery on a local network, such as when configuring a printer. Always download applications from a trusted source and take steps to ensure that the downloaded file is the correct one before installing.

Because web browsers can change rapidly as new versions are released, the FTMP has been designed to support multiple access methods. The FTMP supports two modes of access, **secure login**, and **compatibility mode**.

SECURE MODE

Open the web browser and type the address into the URL bar at the top of the screen. Note **https** instead of **http**. Use the IP address of the FUYLTower or the hostname as shown below.

<https://xxx.xxx.xxx.xxx:9899/>

OR

<https://tower-name.local:9899/>

This will open a SECURE connection to the FUYLTower Management Portal. However some web browsers will think that this connection is dangerous, and security warnings will appear. Read below for an explanation.



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BROWSER SECURITY WARNINGS

Some browsers will falsely report security warnings after secure login is attempted. The explanation is simple. The site is on a local network, not the internet, so the browser cannot verify the identity of the site. But the connection is secure, so it is safe to click past the warnings.

It is **completely safe** to **bypass** the following browser security warnings in this situation. Remember, you are not connecting through the internet, so there a very much reduced risk of attack attempts.

Google Chrome



Your connection is not private

Attackers might be trying to steal your information from **fuyltower.local** (for example, passwords, messages, or credit cards). NET::ERR_CERT_AUTHORITY_INVALID

Advanced

Back to safety

Mozilla Firefox



This Connection is Untrusted

You have asked Firefox to connect securely to **fuyltowers.local:9899**, but we can't confirm that your connection is secure.

Normally, when you try to connect securely, sites will present trusted identification to prove that you are going to the right place. However, this site's identity can't be verified.

What Should I Do?

If you usually connect to this site without problems, this error could mean that someone is trying to impersonate the site, and you shouldn't continue.

Get me out of here!

- Technical Details
- I Understand the Risks

Internet Explorer



There is a problem with this website's security certificate.

The security certificate presented by this website was not issued by a trusted certificate authority. The security certificate presented by this website was issued for a different website's address.

Security certificate problems may indicate an attempt to fool you or intercept any data you send to the server.

We recommend that you close this webpage and do not continue to this website.

- Click here to close this webpage.
- Continue to this website (not recommended).
- More information

Apple Safari



Safari can't verify the identity of the website "example.com".

The certificate for this website is invalid. You might be connecting to a website that is pretending to be "example.com", which could put your confidential information at risk. Would you like to connect to the website anyway?



Show Certificate

Cancel

Continue

If you are not able to bypass these warnings, you may need to connect using **compatibility mode**.

COMPATIBILITY MODE

Compatibility mode was demonstrated in the "Connecting – Quick Start" section. Using compatibility mode, you are slightly more vulnerable to attack on the local network, because traffic, including passwords are not transmitted securely and can be 'sniffed' (but only by users on the same local network). Consider who has access to the local network if choosing to use this connection on a regular basis.

Connecting using compatibility mode is very similar to using secure mode, except the address is slightly different. http is used instead of https, and 9898 is used instead of 9899.

<http://tower-name.local:9898/>

OR

<http://xxx.xxx.xxx.xxx:9898/>

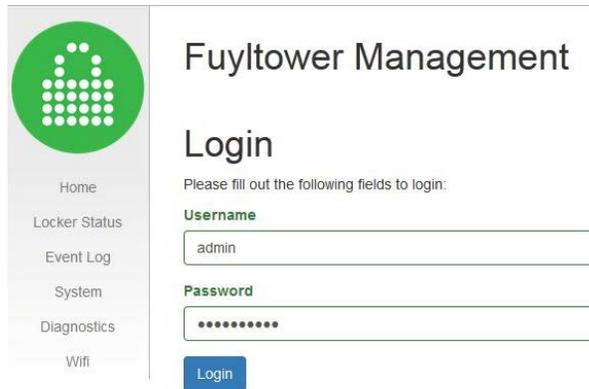
(Where the xxx are replaced by the IP address obtained from the admin keypad control panel)

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LOGIN

Use the following default credentials to login to the web portal for the first time:

Username: **admin**
Password: **uberbasket**



The screenshot shows the login interface for the Fuyltower Management portal. On the left is a navigation menu with options: Home, Locker Status, Event Log, System, Diagnostics, and Wifi. The main content area is titled 'Fuyltower Management' and 'Login'. It prompts the user to fill out fields for 'Username' (containing 'admin') and 'Password' (masked with dots). A blue 'Login' button is positioned below the password field.

Once login is successful, you will have access to some functionality of the system. The first thing you should do is to change your admin password for future logins.



This screenshot shows a user menu in the top right corner of the interface. It includes a 'User' dropdown, a 'Change Password' link, and a 'Logout' button.

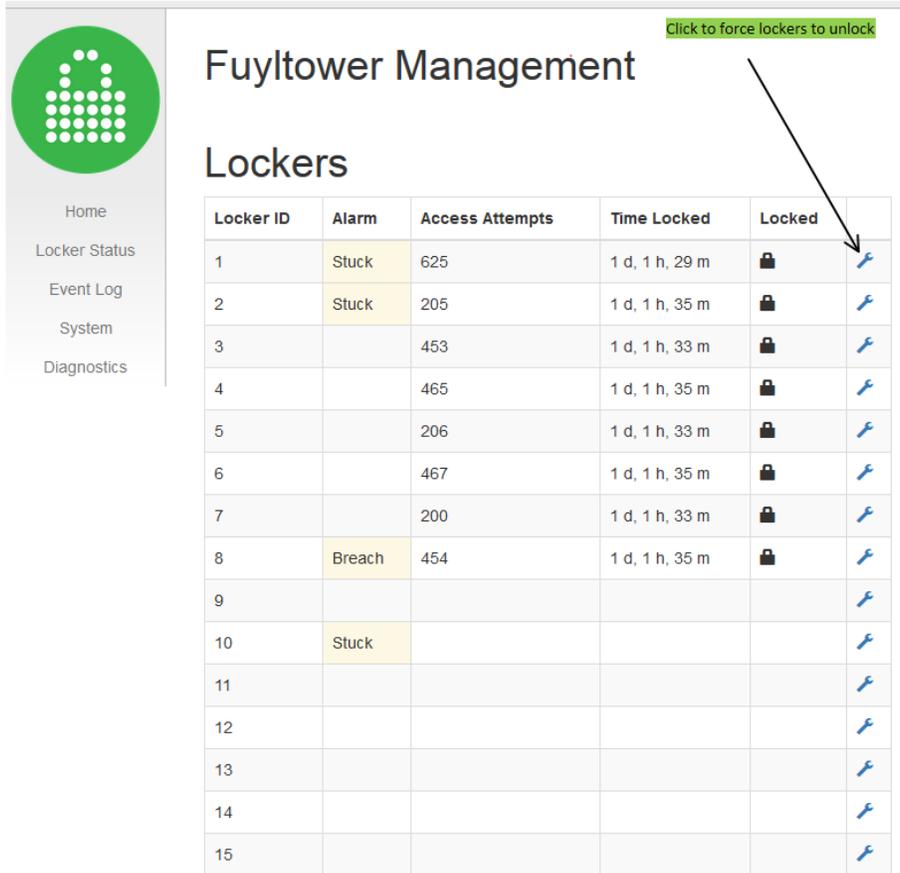
In the top right corner of the window, under User, select Change Password. The username must be "admin". Type a strong password for the account. You will need to repeat the password to confirm that it is correct. Now, in future, you can log in using the "admin" username and the password you have just set.



The screenshot shows the 'Change password' page in the Fuyltower Management portal. The navigation menu is on the left. The main content area is titled 'Fuyltower Management' and 'Change password'. It prompts the user to fill out fields for 'Username' (containing 'admin'), 'Password' (masked with dots), and 'Password Repeat'. A blue 'Change Password' button is located at the bottom.

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LOCKER STATUS SCREEN



Fuyltower Management

Lockers

Locker ID	Alarm	Access Attempts	Time Locked	Locked	
1	Stuck	625	1 d, 1 h, 29 m		
2	Stuck	205	1 d, 1 h, 35 m		
3		453	1 d, 1 h, 33 m		
4		465	1 d, 1 h, 35 m		
5		206	1 d, 1 h, 33 m		
6		467	1 d, 1 h, 35 m		
7		200	1 d, 1 h, 33 m		
8	Breach	454	1 d, 1 h, 35 m		
9					
10	Stuck				
11					
12					
13					
14					
15					

The following information is presented in the table.

Alarm: Indicates if the lockers has alarms - "breach" (door has opened suspiciously) or "stuck" (door is not managing to open). See the FUYLTower user guide for more information on the alarms. (Note: Pressing the blue wrench to unlock the locker will clear the alarm, but it may return if the circumstances that caused the alarm haven't changed)

Access attempts: The number of times that the user has tried to guess their pin and failed.

Time locked: The time since the door was locked.

Locked: Indicates whether the locker is locked.

Force unlock: Click the blue "wrench" to override the locker. Note that the PIN that was used to close the locker will be forgotten.



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EVENT LOG



Fuyltower Management

Events

Showing 1-20 of 28 items

Event ID	Class	Event Code	Date/Time	Locker	Message
39	ADMIN	ADM_WCLOGIN	21/04/2016 15:35:39		Web portal: admin login detected: 172.15.232.101
38	ADMIN	ADM_WCLOGOFF	21/04/2016 10:45:04		Web portal: admin logout detected
37	ADMIN	ADM_WCLOGIN	21/04/2016 08:54:43		Web portal: admin login detected: 172.15.232.101
36	ADMIN	ADM_WCLOGIN	21/04/2016 08:04:51		Web portal: admin login detected: 172.15.232.101
35	ADMIN	ADM_WCLOGOFF	21/04/2016 08:02:20		Web portal: admin logout detected
34	ADMIN	ADM_WCLOGIN	21/04/2016 07:59:43		Web portal: admin login detected: 172.15.232.101
33	SYSTEM	SYS_PWRON	21/04/2016 07:56:56		System power on, disk usage 6%
32	SYSTEM	SYS_PWRDOWN	21/04/2016 07:55:03		System power off, time is approximate
31	SYSTEM	SYS_PWRON	21/04/2016 07:54:55		System power on, disk usage 6%
29	ADMIN	ADM_WCLOGOFF	21/04/2016 07:51:54		Web portal: admin logout detected
30	SYSTEM	SYS_PWRDOWN	21/04/2016 07:51:02		System power off, time is approximate
28	ADMIN	ADM_WCLOGIN	21/04/2016 07:50:32		Web portal: admin login detected: 172.15.232.101
27	ADMIN	ADM_WCLOGOFF	21/04/2016 07:47:38		Web portal: admin logout detected
26	ADMIN	ADM_WCLOGIN	21/04/2016 07:45:19		Web portal: admin login detected: 172.15.232.101
25	ADMIN	ADM_WCLOGOFF	20/04/2016 16:56:43		Web portal: admin logout detected
24	ADMIN	ADM_WCLOGIN	20/04/2016 16:55:18		Web portal: admin login detected: 172.15.232.101
23	ADMIN	ADM_WCLOGOFF	20/04/2016 16:37:13		Web portal: admin logout detected
22	ADMIN	ADM_WCLOGIN	20/04/2016 16:36:23		Web portal: admin login detected: 172.15.232.101
21	SYSTEM	SYS_PWRON	20/04/2016 16:34:35		System power on, disk usage 6%
20	SYSTEM	SYS_PWRDOWN	20/04/2016 16:33:02		System power off, time is approximate

The event log records all operations of the locker tower, with time stamped logs of locker use, failed PIN entries, admin logins etc.



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EVENT CLASSES

AUDIT_TRAIL – Actions performed by users of the lockers, i.e. unlocking, locking

ADMIN – Actions performed by the administrator, either through the keypad or the management portal.

SYSTEM – Actions related to the system.

CLOCK – Actions related to clock sync events.

ERROR – System errors that caused the application to shut down.

EVENT CODES

LCKR_OPENED – A user opened a locker that was locked.

LCKR_CLOSED – A user locked a locker.

LCKR_DENY – A user attempted to open a locker but failed.

LCKR_TMPBAN – Users are temporarily banned due to too many access attempts.

LCKRS_FULL – All lockers are full.

ADM_KPAUTH – Admin used auth code on keypad to log into the control panel.

ADM_KPOPEN – Admin used keypad to override and unlock locker.

ADM_KPOPENALL – Admin used keypad to override and unlock all lockers.

ADM_KPEXIT – Admin exited control panel on keypad.

ADM_WCLOGIN – Admin logged in on management portal using web browser.

ADM_WCOPEN – Admin used management portal to override and unlock locker.

ADM_WCOPENALL – Admin used management portal to override and unlock all of the lockers.

ADM_WCLOGOFF – Admin logged out of management portal using web browser.

ADM_WCPWCHANGE – Admin changed their management portal password.

SYS_PWRON – System power on was registered.

SYS_PWRDOWN – System power down was registered.

SYS_APPRESTART – The FUYLTower application firmware was restarted.

SYS_APPREINIT – The FUYLTower application was reinitialized, all locker data was erased, and lockers are now unlocked.

SYS_FWUPDATE – The firmware was updated using the management portal.

SYS_FCTRYRESET – A factory reset was performed using the management portal (reported when possible to do so)

LCKRS_EMPTY – All lockers are empty.

ADM_WCLOGINDENY – Admin tried to login to management portal but failed authentication.

SYS_APPFAIL – The application firmware tried to start but failed.



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ADM_KPRSTAUTH – Admin used management portal to reset the admin keypad auth code.

LCKR_BREACH – A locker was opened suspiciously without supplying the PIN code.

ADM_WCDIAG – Admin used management portal to run diagnostics.

ADM_KPDIAG – Admin used the keypad admin mode to run diagnostics.

ADM_ACTIVATION – Admin used an activation code to log into the management portal.

LCKR_STUCK – A locker is stuck or is reporting closed when it should be open.

DATE/TIME

If the time appears to be wrong (you should be able to see your own admin login quite recently), you will need to go to the system menu to check the local timezone and to set the current time.

FILTERING

Each text field can be filtered, by typing in the text box below the heading for each column and pressing Enter or Tab. For example, to search for SYSTEM class events, type SYS underneath Class and press Enter.

SORTING

Sorting is always done by time. The order of sorting can be reversed by clicking on the "Time" heading.

EXPORT TO CSV



Click the menu icon in the top right corner, and select export to CSV. The browser may ask some questions, and then a file will be downloaded containing all events which are on the screen.

SHOW ALL

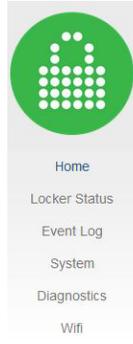


Click the All icon in the top right corner, to show all events. Note: This could take a long time to load. This could be used in combination with "Export to CSV" to download the entire event history.



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SYSTEM



Fuyltower Management

Application

The firmware application is running.

- Restart** Save the application state and restart. PIN codes will be saved after system resume.
- Reinitialize** Delete all saved state, including PIN codes, and restart. Warning: All lockers will be unlocked after restart.
- Reset Auth** Reset the keypad admin auth code. A random code will be provided when the page reloads.
- Set Time** Set the internal system time using the time from your local computer.
- Update** Update the locker firmware.
- Factory reset** Return to factory default state of system. Warning: All user specific data and updates will be lost.

APPLICATION

The "application" refers to the firmware program on the FUYLTower which controls the LCD display, keypad, and the locks. It is not to be confused with the "management portal" which is the browser based program that you are using to remotely connect to the FUYLTower.

Application Status: Shows whether the firmware application is running. The application should only ever stop running in a serious error situation.

Restart: Press this button to restart the application, if you think that the keypad or LCD display have become unresponsive.

Reinitialize: This is a more serious restart, which also clears the locker database. The lockers will all be unlocked due to this action, and the PIN codes will be forgotten.

Reset Auth: This is to be used in case the auth code for the **admin keypad override mode** has been forgotten. A new random code will be displayed, and this can be used on the control panel to manually set a new code using the keypad.

Set Time: This will set the clock of the locker to the current time of the computer connected.

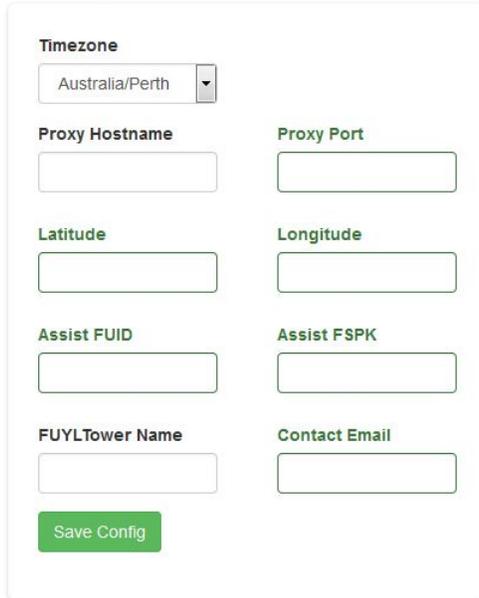
Update: This can be used to update the locker firmware. Only attempt this under the direction of PC Locs / LockNCharge.

Factory Reset: This will remove all updates, delete event logs and configuration settings and return the unit back to a factory default state. Only attempt this under the direction of PC Locs / LockNCharge.

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CONFIGURATION

Configuration



The configuration form contains the following fields:

- Timezone:** A dropdown menu currently showing "Australia/Perth".
- Proxy Hostname:** A text input field.
- Proxy Port:** A text input field.
- Latitude:** A text input field.
- Longitude:** A text input field.
- Assist FUID:** A text input field.
- Assist FSPK:** A text input field.
- FUYLTower Name:** A text input field.
- Contact Email:** A text input field.

A green "Save Config" button is located at the bottom left of the form.

This is used to set details specific to the locker installation. Set the local timezone and specify a proxy hostname and port if required. Give the locker a descriptive name (eg. Cafeteria) and a contact email address for the person responsible for the site. Enter latitude/longitude for the locker so that assist emails can help to pinpoint location if necessary.

Note: FUYLTower Name must only contain alphanumeric and hyphen characters eg. 'Library-2' but not 'Library #2'.

The FUYLTower Name entered here is used for automatic IP address discovery. See **CONNECTING-ADVANCED** section.

If you intend to use the Fuyl Tower Assist service please contact your sales representative to receive the FUID and FSPK credentials. The codes need to be copied into the appropriate boxes to allow the service to run. These codes may be added at a later time if necessary, and the tower must have access to the internet for the Assist service to operate.

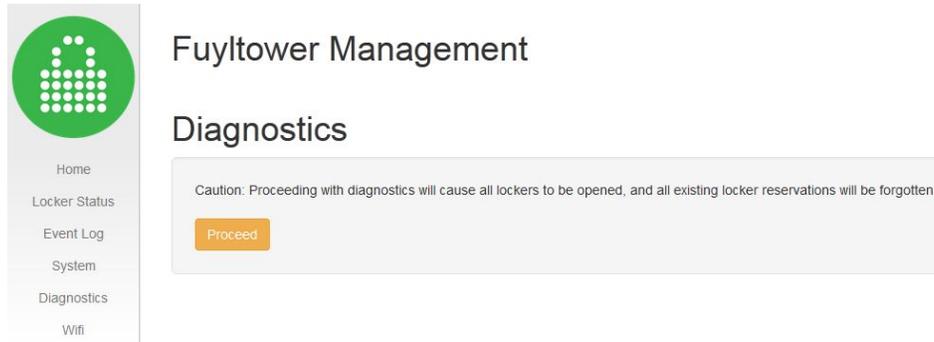
Press "Save Config" when you have entered all of the appropriate details. If the update is successful, logout from the management portal and power-cycle the tower.

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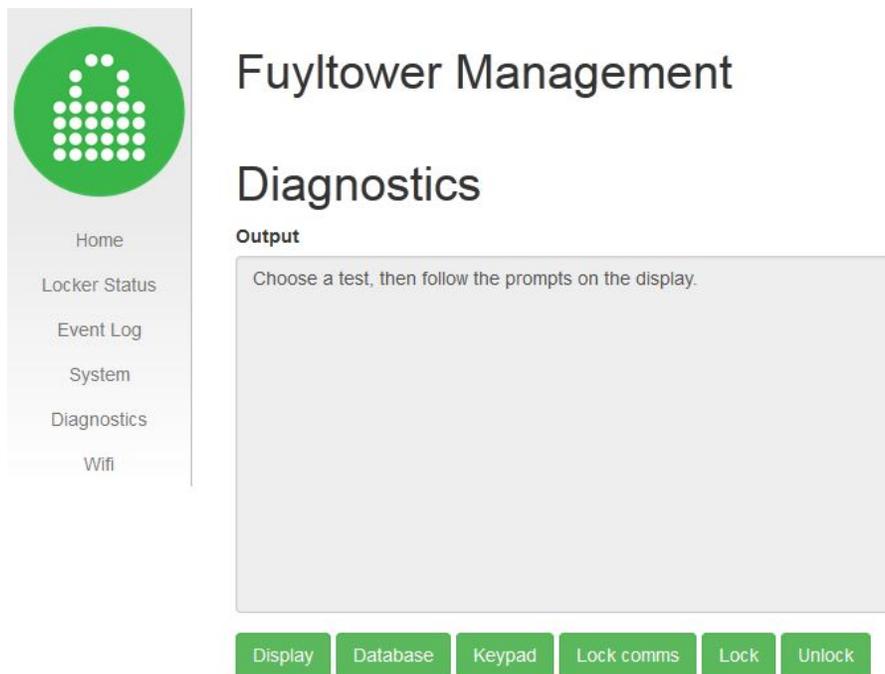
DIAGNOSTICS

Only run diagnostics under the instruction of PC Locs / LockNCharge. Diagnostics should only be performed with a direct LAN connection between the tower and laptop because action is required at the tower in response to the test routines.

Running diagnostics can reset elements of the FUYLTower state, including unlocking lockers and forgetting PIN codes. The following warning is displayed to stop unintended activation of the diagnostics routine.



Diagnostic checks can be run by choosing a test from the available buttons. Pay attention to the LCD display on the control panel of the FUYLTower, as sometimes you will need to follow the prompts and press keys on the keypad.



Caution: Doors can open suddenly when running diagnostics. Please stand back from the FUYLTower.

Diagnostic tests can take a while to run, so please wait for the output to appear in the message box.

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WiFi

Provision has been made for the addition of a WiFi transceiver to enable wireless management of the lockers without a direct LAN cable connection.

If WiFi is to be used in place of the wired LAN connection then a WiFi adaptor will need to be connected to one of the USB ports on the top of the controller behind the LCD display. The wired LAN should still remain connected for initial setup.

On the WiFi menu page select the network from the available list and enter the WiFi Passphrase, then click on CONNECT.

If the network and passphrase are valid then the page will indicate that the WiFi is connected. Logout, disconnect the wired LAN cable and power-cycle the tower to allow the WiFi to activate.

Once the FUYL Tower has restarted you will be able to connect to the tower in the same manner as before using a WiFi enabled device. If the 'tower-name.local' feature is not being used then the new IP address should be checked with the local admin function. See **CONNECTING-QUICK START** section.



The screenshot shows the 'Fuyltower Management' interface. On the left is a navigation menu with a green circular logo at the top, containing links for Home, Locker Status, Event Log, System, Diagnostics, and Wifi. The main content area is titled 'Wifi' and features a red warning box stating 'Wifi is NOT connected - reload the page to scan for networks.' Below this are fields for 'Network' (a dropdown menu), 'Wifi Passphrase' (a text input), and a checkbox for 'Use WPA-RADIUS/EAP'. A green 'Connect' button is positioned at the bottom of the form.



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TROUBLESHOOTING

<p>When I try to display the IP address of the FUYLTower, it seems to be blank.</p>	<p>This indicates that the FUYLTower is not connected to a network or the DHCP server has not yet issued an address to the tower.</p> <p>Check that the FUYLTower is powered.</p> <p>Check that the network cable is connected to a valid network port. If there are network activity lights, check that they are illuminated or flashing.</p> <p>Open the control panel door of the FUYLTower and check for network activity lights on the electronic controller behind the door.</p>
<p>I found the IP address of the FUYLTower, but the web browser has an error when I try to go to "http://xxx.xxx.xxx.xxx:9898/"</p> <p>"Server not found"</p> <p>"This webpage is not available"</p> <p>"This page can't be displayed"</p>	<p>Your computer is probably not able to communicate with the FUYLTower.</p> <p>Try to ping the IP address (google "how to ping an ip"), and check if there is a response.</p> <p>If no response, there is a network problem. Check the IP address of your computer versus the one for the FUYLTower (google "LAN ip of my computer"). They should be similar except for the last few numbers.</p> <p>Try unplugging the network cable at both your computer and the FUYLTower, wait 30 seconds and then replug.</p>
<p>I can connect to the FUYLTower using its IP address, but I can't use http://tower-name.local:9898. What does this mean?</p>	<p>Make sure you have installed Bonjour software on your computer. This is well known software used for network discovery of devices. Always install software from a trusted source.</p> <p>Try refreshing the browser page in a few minutes. DNS servers can take a while to refresh their caches</p> <p>Unfortunately, some network conditions don't allow the automatic configuration to work.</p> <p>The reasons can be quite technical and require investigation into each network server and router setup, making it impractical for us to guarantee support for this feature.</p>
<p>I can connect to the FUYLTower using http, but when I try to use "secure mode" https, I get all warnings and errors. What does this mean?</p>	<p>Short answer: Try to click through the warnings, because they don't really apply in this situation. Browsers are making this increasingly difficult all the time, usually you have to "add a security exception" and click several buttons of confirmation.</p> <p>This is a problem authenticating security certificates on local networks. Ordinarily on the internet, certificates are signed by trusted authorities as an "identity check" for websites.</p> <p>On a local network, however, this "identity check" is not as important. What matters is that traffic, including passwords, between you and your destination are encrypted.</p>