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.

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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.



tarting Address 0.11.1.1 TP Usemame:	Ending Add	FTP Password:		
idmin				
Serial Number	IP Address	MAC Address	Firmware	

2. Configuring the eIDC32

2.1 Downloading the Discovery Tool

The Discovery Tool can be downloaded from <u>http://www.3xlogic.com/software-center</u>. 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.

Open	
Open in new	window
Extract All	
Pin to Start	
Share	
Open with	>
Give access to	~ ×
Restore previ	ous versions
Send to	>
Cut	
Сору	
Create shortc	ut
Delete	
Rename	
Properties	

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.

	App	lication Tools DiscoveryToo	15.1.2985.0		
File Home	Share View	Manage			
Pin to Quick Copy Pi access	Cut Copy path Paste shortcut	Move Copy Delete R	ename New folder	w item • Vitem • Properties	E Open - Edit History
Clipb	oard	Organize	New	Op	en
← → ∽ ↑ 📙	> This PC ⇒ Downloa	ds → DiscoveryTool_5.1.2985	.0 > DiscoveryTool5.1.	2985.0	
Fictures 🕫	🕈 🗖 Name	^	Date modified	Туре	Size
📙 Master Class Ja	an DS_Stor	e	5/27/2019 2:10 PM	DS_STORE File	7 KB
My Books and	S 🛛 🖉 🎯 Discover	yTool.exe	5/27/2019 2:10 PM	Application	183 KB
The Calling	Discover	yTool.exe.config	5/27/2019 2:10 PM	CONFIG File	3 KB
The Calling	S ICSharp	Code.SharpZipLib.dll	5/27/2019 2:10 PM	Application extens	188 KB
	Infinias.	CustomerRegistration.Comm.	5/27/2019 2:10 PM	Application extens	163 KB
Creative Cloud F	il 🔄 Infinias.	CustomerRegistration.Contrac	5/27/2019 2:10 PM	Application extens	48 KB
ConeDrive	infinias.	device.sdk.dll	5/27/2019 2:10 PM	Application extens	195 KB
	🗟 Infinias.	AC.Utilities.dll	5/27/2019 2:10 PM	Application extens	30 KB
This PC	Infinias.	ServiceModel.dll	5/27/2019 2:10 PM	Application extens	48 KB
🧊 3D Objects	🔄 log4net.	dII	5/27/2019 2:10 PM	Application extens	264 KB
📃 Desktop	Newton:	soft.Json.dll	5/27/2019 2:10 PM	Application extens	493 KB

- 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.

	10.0.0.254	18777			10.11.1.1	✓ 10.11.1.254	18777	
e:		FTP Password:			FTP Usemame:		FTP Password:	
					admin		•••••	
er IP Ada	lress	MAC Address	Firmware		Serial Number	IP Address	MAC Address	Firmware
					54268	10.11.1.8	00:14:E4:00:D3:FC	3.6.148
					99867	10.11.1.24	00:14:E4:01:86:1B	3.4.128
					99854	10.11.1.25	00:14:E4:01:86:0E	3.4.125
					105487	10.11.1.26	00-14-E4-01-9C-0F	3.4.101
					67332	10.11.1.47	00:14:E4:01:07:04	3.4.128
					56752	10.11.1.58	00-14-E4-00-DD-B0	3.1.151
					99853	10.11.1.59	00:14:E4:01:86:0D	3.6.148
					80693	10.11.1.61	00:14:E4:01:3B:35	3.5.53
					68706	10.11.1.62	00:14:E4:01:0C:62	3.6.148
					60948	10.11.1.70	00:14:E4:00:EE:14	3.4.125
					136797	10.11.1.123	00-14-E4-02-16-5D	3.4.20
				>	<			

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**.

P Address	10.11.0.111
enal Number	80767
IAC Address	00-14-E4-01-38-7F
Gateway	DHCP
Gateway	DHCP
Gateway	DHCP

- 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.

Serial Number	IP Address		MAC Address	Firmware
54268	10.11.1.8		00:14:E4:00:D3:FC	3.6.148
130927	10.11.1.11		00 14 E4 01 EE 6E	2 6 1/10
80684	10.11.1.12	Mod	ify	
99867	10.11.1.24	Upgr	ade Firmware	
99854	10.11.1.25	Evno	et Liet	
105487	10.11.1.26	- LAPO		
93529	10.11.1.46	Buzze	er On/Off	
67332	10.11.1.47	Mod	ify Hosted Configu	ration
56752	10.11.1.58	Oper	web interface	
99853	10.11.1.59		00.14.24.01.00.00	3.0.140
80693	10.11.1.61		00:14:E4:01:3B:35	3.5.53



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.



- 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.

te Information From	Provisioning Server		
		Get Default Configuration	
IDC Configuration			
Ctrlr. Usemame	admin	Ctrlr. Password	
Primary Address	10.11.0.206	Port 18800	SSL
Secondary Address	10.11.0.206	Port 18800	SSL SSL
Retry Interval 1		Max Random Retry Interval	600
Customer ID		7	
		Send to eIDC	

- 9. Click Send to eIDC when finished.
 - a. The outbound configuration section of the eIDC32 will be reprogrammed to match the settings listed here.

Promation Prom	Provisioning Server					
		Get Defau	it Configura	ation		
Configuration						
ir. Usemame	admin		Chir. Par	browne	•••••	
mary Address	10.11.0.205		Port [18800	SSL	
condary Address	10.11.0.206		Port [18800	SSL	
y Interval		Max P	Random Ref	try interval	600	
tomer ID						
	ſ	Sen	d to eIDC			



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.

		Event Monitoring		
Card Holders Sys	stem		Help Control Panel	Alarms
When	Where	What	Who	^
5/22/2019 08:35	CR-OUT - CR-OUT	50-Authentication: unknown card	185 28750	
5/21/2019 07:59	System	152-HAL Connected		
5/17/2019 10:40	AccSvc	70-Access Restricted		
5/17/2019 10:40	AccSvc - CR-OUT	64-Access Granted	25 27145	
5/17/2019 10:40	CR-OUT - CR-OUT	50-Authentication: unknown card	83 3850	
5/15/2019 08:50	AccSvc	70-Access Restricted		
5/15/2019 08:50	AccSvc - IN-2	64-Access Granted		
5/15/2019 08:50		37-Output un-overridden		
5/15/2019 08:50	RLY	37-Output un-overridden		
5/15/2019 08:49	AlarmSvc	80-Alarm: In Alarm		
5/15/2019 08:49	AccSvc	70-Access Restricted		
5/15/2019 08:49	OC-2	36-Output overridden		
5/15/2019 08:49	AccSvc - IN-2	64-Access Granted		
5/15/2019 08:48	AlarmSvc	83-Alarm: Restored		
5/15/2019 08:48	AlarmSvc	80-Alarm: In Alarm		
5/15/2019 08:48	AccSvc	70-Access Restricted		
5/15/2019 08:48	AccSvc - IN-2	64-Access Granted		
5/15/2019 08:48	AlarmSvc	83-Alarm: Restored		
5/15/2019 08:45	AlarmSvc	72-Access Event: Door open too long		
5/15/2019 08:44	AccSvc	70-Access Restricted		
5/15/2019 08:44	AccSvc - IN-2	64-Access Granted		
5/15/2019 08:44	AccSvc	70-Access Restricted		
5/15/2019 08:44	AccSvc - IN-2	64-Access Granted		
5/15/2019 08:44	AlarmSvc	83-Alarm: Restored		
5/15/2019 08:43	AlarmSvc	80-Alarm: In Alarm		
5/15/2019 08:43	AlarmSvc	83-Alarm: Restored		
5/14/2019 20:13	System	152-HAL Connected		
5/14/2019 12:23	AccSvc	70-Access Restricted		
5/14/2019 12:23		37-Output un-overridden		
5/14/2019 12:23		36-Output overridden		
5/14/2019 12:23	AccSvc	64-Access Granted		-

4. Click on Controllers in the upper right.

System Configuration	Time & Schedules	Network Configuration	
Global Configuration	Schedules	Controllers	
Domains	Holidays	Inputs	
Locations	Calendars	Outputs	
Services	Auxiliary Services	Miscellaneous	
Access	Imaging & Badging	Database Management	
Alarm	Guard Tours	Operators	
Arming	Time & Attendance	Workstation Configuration	
Equipment	CCTV & Video Sources	Mapping	
Elevator Control		Download	
Elevator Control		Download	

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

		¢	Controllers				
Ctil. addr.	Description	Туре	Inputs	Outputs	Reader (CR-IN)	Reader (CR-OUT)	
1.300	eIDC300	eIDC	3/5	3/6	Reader+Keypad	Reader+Keypad	
							Add
							View
							Modify
							Remove
							Duplicate
							2
Repo	rt						Done

- 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.

			Controller Detail		
			Parameters		
Device ID 401	Device Type eIDC T Description eIDC 300	Ser 807	ial Number 767		
		Control	ler Address		1
IP Address 10.11.0.111 Subnet Mask 255.255.254.0 Gateway 10.11.0.1 UDP Server Por 18777		TCP Port 18777 MAC Addre 00 14 E4 0 UDP Client 1111	ss)1 3B 7F Port	Use DHCP Chable Web Chable Web IDC Address 11	Reader Type Reader (CR-IN) Reader + Keypad ▼ Reader (CR-OUT) Reader + Keypad ▼
Primary Outbou registration.infi Secondary Outb 52.1.49.187 Site Key	ind Address inias.com pound Address	Outbound (Configuration Primary Outbound Port 18800 Secondary Outbound Port 18800	Primary Use SSL Secondary Use SSL Hosted Mode	IOE Port Configuratio

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

http://10.11.0	.111			
Your connect	ion to this sit	e is not priva	te	
Username				
Password				

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.



eiDC32 (Hosted) ✓ oor Behavior Secured (Inside) Zone unsecured (Outside) Zone unsecured (Inside) Zone	elDC32 (Hosted) (GMT-05:00) Eastern bor Behavior Secured (Inside) Zone v Unsecured (Outside) Zone v Longitude Display Map Serial Number Serial Number Door Type: Door Type: Door Type: Diagram Reader 2 (OUT reader): is not used or provides access in opposite direction			Time Zone	
Secured (Inside) Zone Unsecured (Outside) Zone unsecured (Outside) Zone Unsecured (Outside) Zone unsecured (Outside) Zone Image: Constant of the second sec	bor Behavior Secured (Inside) Zone unsecured (Outside) Zone Unsecured (Outside) Zone Longitude Display Map A elDC32 (Hosted) Serial Number Refresh Door Type: Door Type: Diagram Reader 2 (OUT reader): Is not used or provides access in opposite direction		eIDC32 (Hosted)	✓ (GMT-05:00) Eastern	
titude Longitude Display Map ▲ elDC32 (Hosted) Serial Number Display Map Refresh Door Type: Diagram Reader 2 (OUT reader):	tittude Longitude Display Map A eIDC32 (Hosted) Serial Number Refresh Door Type: Diagram Reader 2 (OUT reader): Is not used or provides access in opposite direction	or Behavior	Secured (Inside) Zone	Unsecured (Outside) Zone	
Longitude Display Map A elDC32 (Hosted) Serial Number V Refresh Door Type: V Diagram Reader 2 (OUT reader):	titude Longitude Display Map eIDC32 (Hosted) Serial Number Refresh Door Type: Diagram Reader 2 (OUT reader): is not used or provides access in opposite direction ✓		×	~	
A eIDC32 (Hosted) Serial Number Refresh Door Type: Diagram Reader 2 (OUT reader):	▲ eIDC32 (Hosted) Serial Number ✓ Door Type: ✓ Diagram Reader 2 (OUT reader): is not used or provides access in opposite direction	itude	Longitude	Display Map	
Door Type: Diagram Reader 2 (OUT reader):	Door Type: Diagram Reader 2 (OUT reader): Is not used or provides access in opposite direction	Serial Number		Refresh	
Image: Contract of the second seco	Contraction Contraction Reader 2 (OUT reader): Second provides access in opposite direction is not used or provides access in opposite direction V	Door Type:		Refresh	
Reader 2 (OUT reader):	Reader 2 (OUT reader): is not used or provides access in opposite direction			✓ Diagram	
	is not used or provides access in opposite direction \checkmark	Reader 2 (OUT reader):			
is not used or provides access in opposite direction		is not used or provides access in	n opposite direction	~	

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.

eIDC32 (Hosted)		
Serial Number		
	~	Refresh
130927 (IP Address: 10.11.1.11)		
	~	Diagram
leader 2 (OUT reader):		
is not used or provides access in opposite direction	~	

- 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.

Name		Device		Time Zone		
Main Entry		eIDC32 (Hosted)	~	(GMT-05:00) Eastern	\sim	
Door Behavior		Secured (Inside) Zone		Unsecured (Outside) Zone		
Always Locked 🗸 🗸		Inside	~	Outside	\sim	
Latitude		Longitude		Display Map		

- 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.

Serial Number			
130927		~	Refresh
Door Type:			
		~	Diagram
OC1 Fail-Secure With Door Contact			
OC2 Fail-Safe With Door Contact	e direction	~	
Relay Gate With Door Contact			
Relay Maglock 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.

ogical View Condensed D	levice View			Search	Sort 🗸
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.



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×	LOGIC	Doors	Schedules	Groups	Rules	Peripherals	Video	Settings
VIEV	≡	Name: OC1 CustomerNa	Fail-Secure With D me: Root	oor Contact				
	Registration Reports	Name: Relay CustomerNa	y Gate With Door C me: Root	ontact				
	Door Types							
	Wiegand Formats							
ACT	IONS Edit Door Types							

- 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.

	9	Engage Fail Secure 5 Second Unlock		-
	10	OC1 Fail-Secure No Door Contact		
•	11	OC1 Fail-Secure With Door Contact	Root	
	12	OC2 Fail-Safe No Door Contact		
	13	OC2 Fail-Safe With Door Contact	Root	ļ
	14	Relay Gate No Door Contact		1
	15	Relay Gate With Door Contact	Root	1
	16	Relay Maglock No Door Contact		
•	17	Relay Maglock With Door Contact	Root	



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, hostlp 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.

Event Monitoring						
Card Holders System	Search	Help Control Panel Alarms				
When	Where	What	Who 🔶			
5/21/2019 07:59	System	147-Host Connected	10.11.0.206			
5/21/2019 07:59	System	150-Host Connection Starting SSL	10.11.0.206			
5/21/2019 07:59	System	144-Host Connection Start	primary			
5/21/2019 07:59	System	148-Host Disconnected	0 5			
5/21/2019 07:59	System	144-Host Connection Start	primary			
5/21/2019 07:59	System	148-Host Disconnected	0 5			
5/21/2019 07:59	System	144-Host Connection Start	primary			
5/21/2019 07:59	System	148-Host Disconnected	0 5			
5/21/2019 07:59	System	144-Host Connection Start	primary			

- 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.