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Service Bulletin 170009-1

Correcting the Mobile Credential Application Host Name and Credential

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Service Bulletin #:	170009-1
Date:	February. 17th, 2017
Product Affected:	Mobile Credential, infinias CLOUD
Purpose:	Correct the failure to connect to the infinias CLOUD through the Mobile Credential application for smart devices due to host name change. This will re-register the device with a new credential for the card holder.
*Importance:	MEDIUM

1 Problem

When the user attempts to open and login to the Mobile Credential App the following error is displayed:
"An SSL Error has occurred and a secure connection to the server cannot be made."
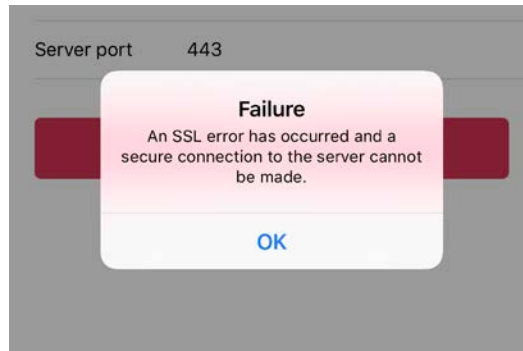

2 Solution

1) Log into the infinias CLOUD account (https://portal.3xlogic.com) and navigate to the People Tab.
2) Locate the person that needs the account re-registered and navigate to the Credential Tab on the person's edit page.
3) You will find the credential field and remove the long encrypted number that exists in the field. **DO NOT** delete the Mobile Credential for the person. See Example Below:
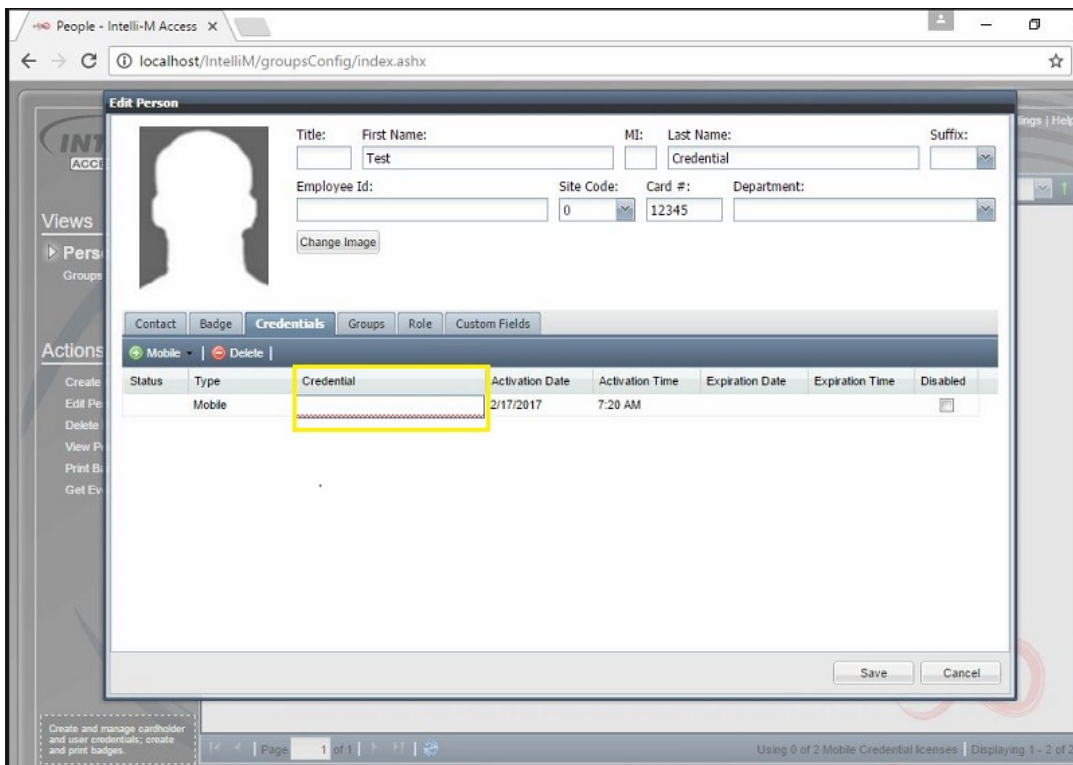
4) Once the field is cleared, add in a new credential to the field as seen below.
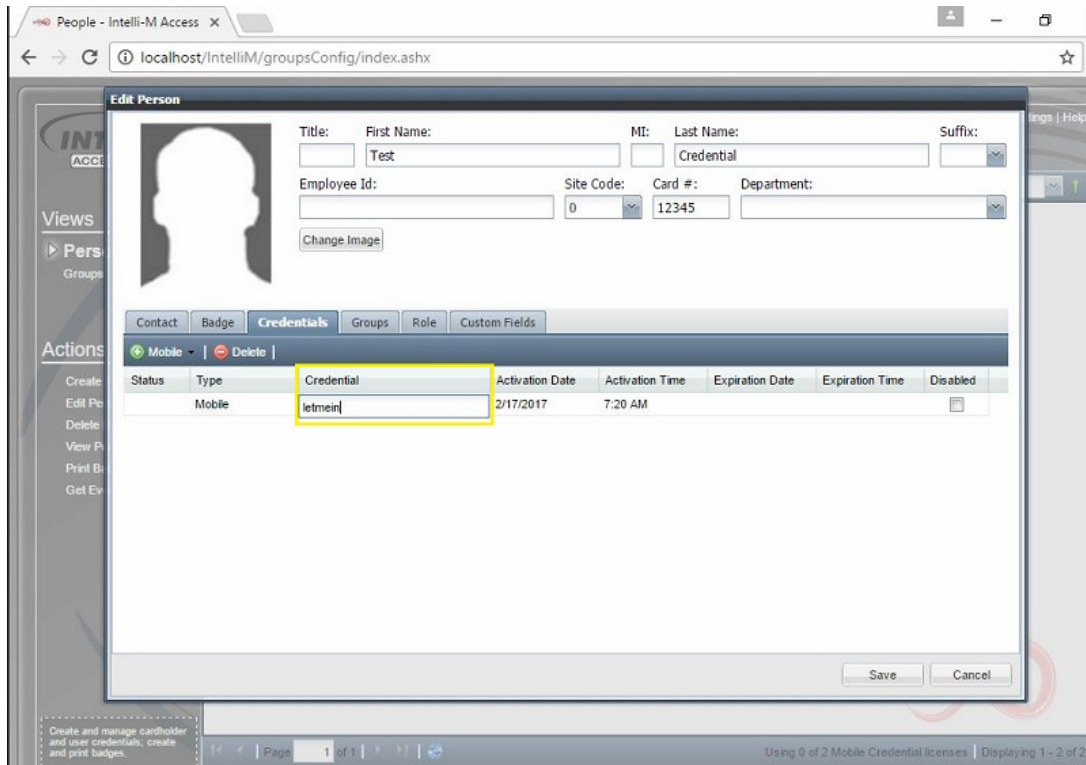
5) Save the change in the lower right hand corner and move on to the Mobile Credential Application on the smart device.
6) If the app is showing the page below, tap the three vertical dots which will bring up the edit and Re-Register menu as seen in the picture.
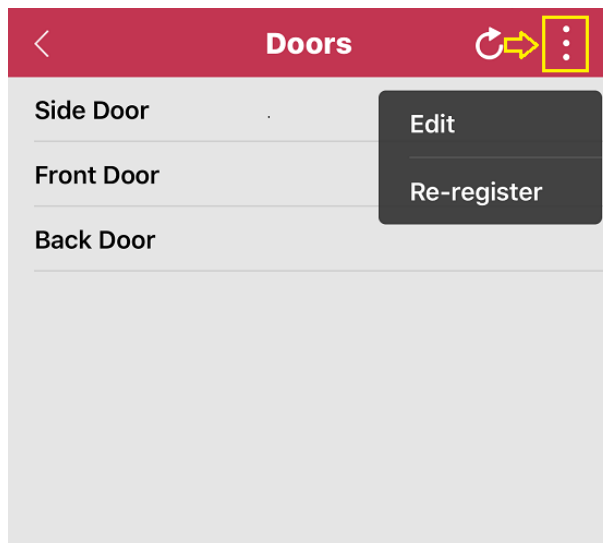
7) Click Register and confirm that you want to re-register and it will bring you back to the page you see below.

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ACCESS CONTROL | infinias

Activation key	key from administrator
Server address	infinias server addres
Server port	443

Activate

8) Server Address: ia.3xlogic.com
9) Port remains 443
10) Enter in the activation key (credential) you created for the cardholder in the previous steps.
11) Press the Activate button.
12) Contact support if any of these steps fail.

3   Contact Information

If you require more information, or if you have any questions or concerns, please contact 3xLOGIC Support:
Email: helpdesk@3xlogic.com
Online: www.3xlogic.com

* Importance:	High	Mandatory Upgrade – Will affect the recording or access control functionality of product and may cause loss of video or access control records
	Medium	Recommended Upgrade – Will not cause loss of video or access control records, may affect usability of the System.
	Low	Product will function properly – Affects non-critical system features only.