

Keytracker Ltd

ECOS Issues and Solutions



The Power of Traceability

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Where do I find my systems serial number?

There are 2 types of systems which are in the field. There is a tiger system and a Core system. Both use different hardware components and have different methods of troubleshooting. You can identify which system you have through the serial number.

There should be a sticker in the top right of the cabinet which will have the serial number written. If your serial number is similar to xx-xx-KEY-xxxx you have a core system. If your system has a similar serial number to xx-S-xxxx-xxxx or xx-xx-P-xxxx you have a tiger system. Identifying the serial number will help make sure you are looking at the correct troubleshooting methods of this document.

Webman

I have forgotten my username and password to log into the web software

For security purposes, we are unable to set up users on the system unless authorized by a site manager or the on-site system administrator, This is to prevent unauthorized access.

There should be an admin user of the system onsite who will be able to set this up. If the admin user is still unable to set users up but has access to the web software, please refer to the user guide. Alternatively, please email Support@keytracker.co.uk

My System is showing a blocked ECOS Com status



ecosCom status: blocked

If the system shows a "Blocked Status" it can be an issue with a component in the system or a network issue which your IT will have to investigate.

We now need to determine whether the issue is down to the network - in which case your IT will be required to investigate - or the key system.

The system is networked via a device called MOXA, it's located behind the control panel which can be accessed using a pair of master keys.

The MOXA device has 3 LED's indicating its current state:

- PWR should be solid red
- Link should be flashing green
- Ready should be solid green

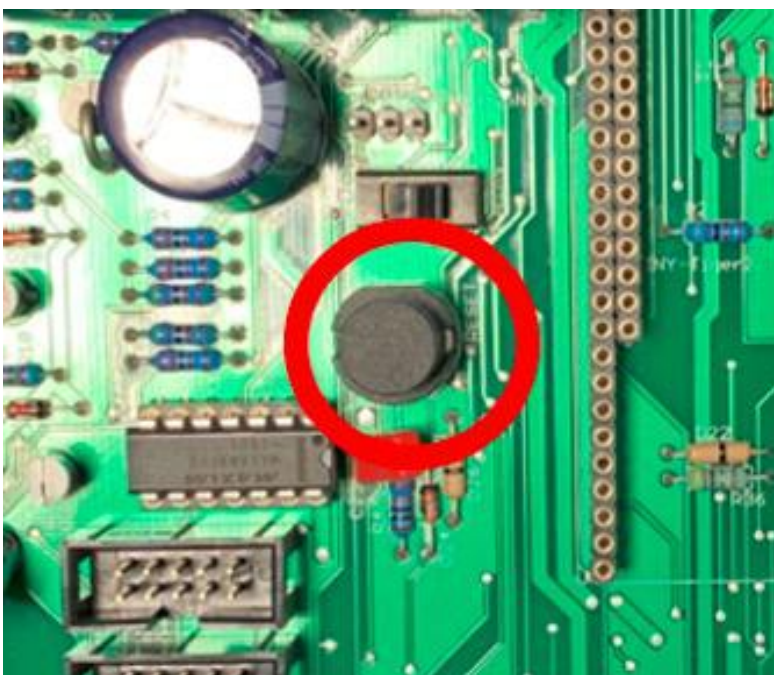
What we want to look out for is a lack of light on the Link LED, as that indicates no network traffic. The light should be constantly flashing green.



In any case, please remove the ethernet cable from the device and plug it back in, then remove the DC power jack and plug it back in to restart the device.

Check that the ethernet cable coming out of the cabinet is firmly plugged into its data port on the wall. Remove the cable from the data port and plug it back in.

Once the above is done, please hit the reset button on the system's motherboard - it's the black button located right in the middle of the green board:



Hardware

Manual override door

In an emergency you can override the door and release any of the keys manually. The system has an in-built battery backup which will engage if the power from the mains is cut off. The below instructions will walk you through the emergency override.

There are three steps to emergency override:

1. Open the Control Panel using master keys provided



2. Release the door by finding and pushing down on the override pin located at the top of the lock:



The door will now open in a spring motion, just like during the login process.

Emergency Key Release

Firstly, follow the previous Emergency Door Override guide and then follow the below instructions.

1. The steel board holding all the keys is held by a frame which can be released using the below toggles:



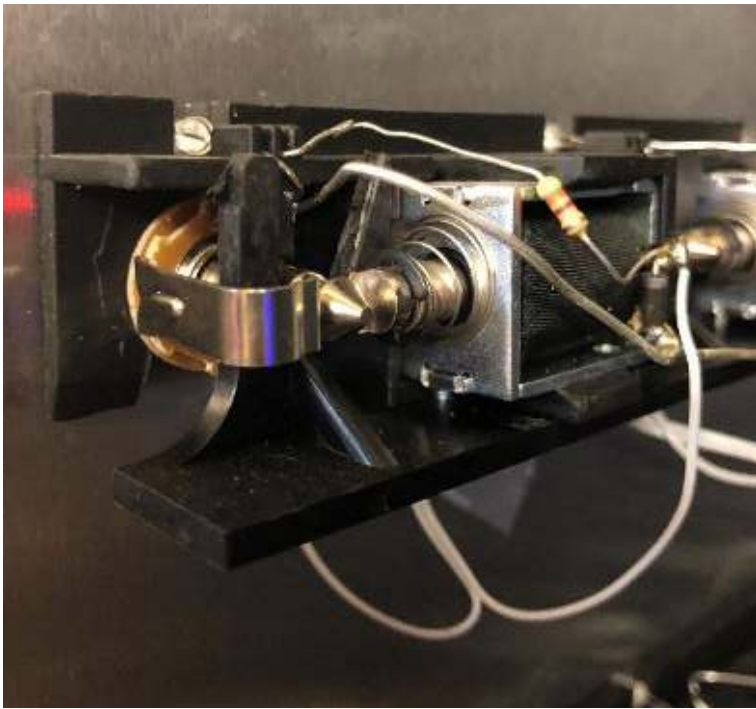
2. Now that the toggles are no longer holding the frame, release it from its original position:



3. Once the frame has been put to a side, release the steel key board by pulling on one or more ID-Fobs.

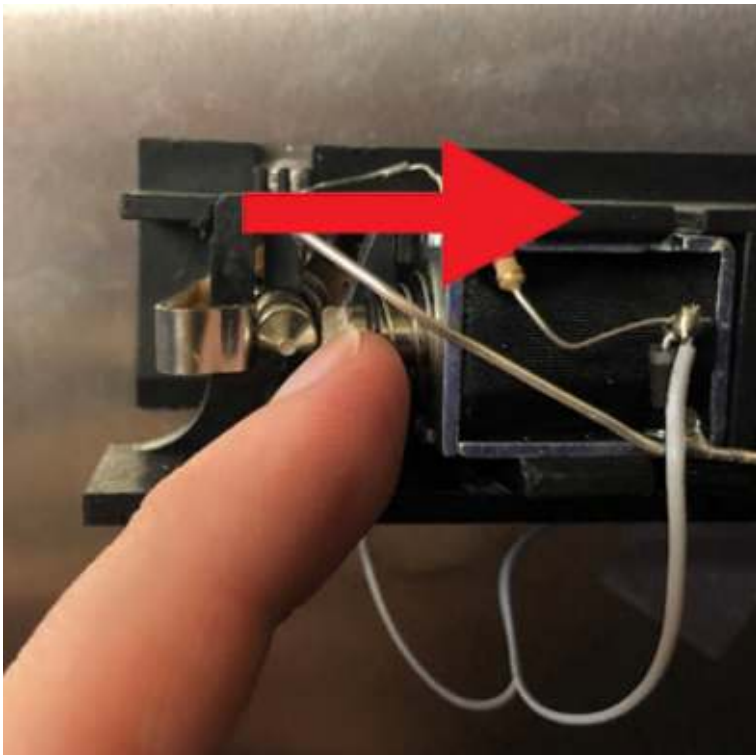


4. On the back of the board, you will see the mechanisms for each of the slots:



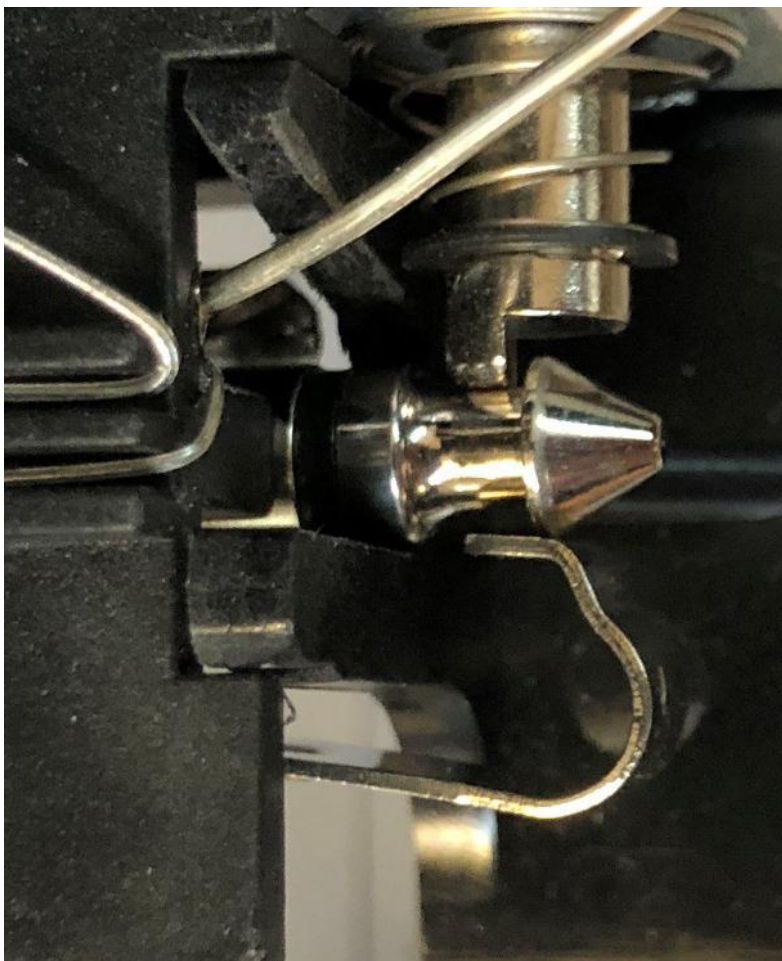
There are two parts to this mechanism, the connector to the left which energizes the fob as soon as it's plugged in in order to retrieve the unique identification number (Which is how the system recognizes that you have plugged in or unplugged the fob), and the solenoid to the right which physically holds the ID-Fob in place.

5. Push the tip of the solenoid towards its housing with your finger, whilst releasing the fob from the front of the steel board. The solenoid will return to the locking position as soon as you release it with your finger.



Fobs not being detected by system

Sometimes when a fob is plugged in the system will not pick it up. (No 'Plugged' message) Firstly, ensure that the fob is correctly and fully plugged into the slot. If so, the issue is likely due to the ID Fob not making enough contact with the connector located behind the steel key plate. However, if you are still having the issue you can adjust the connector by bending it inwards (Towards the solenoid) to make a better contact with the fob.



Picture above is showing a good contact between the fob and the connector.

My system is no longer tracking key movements (If serial number contains 'S' or 'P' only)

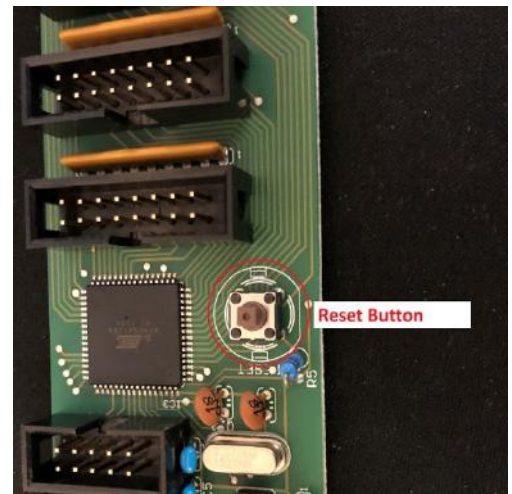
If the system is not tracking key transactions the first thing to check would be the ECOS Com status which is shown in the top right of the web software.

ecosCom status: active

If that status is shown in red as blocked or deactivated a key tracker engineer would need to investigate the issue (please email support@keytracker.co.uk) However if it is showing active the issue may be related to the boards inside of the cabinet which will need to be reset.

If you manually open the cabinet using the master keys and remove the frame to expose the boards, you should see a board called the Atmel board. (There will be more than one of these boards)

On the board, itself self will be a small button that will reset it. You will have to click the button on each board to reset them. Please see the image for reference. (The button may be hidden behind the cabling) Once all buttons are pressed the frame can be put back into the system and the system should now be recognising key transactions again.



My system is frozen (If serial number contains 'Key' only)

If the system is frozen and not responding to users logging in the first thing to check would be the system screen. The screen will display the time and date if the time and date are correct a Keytracker Engineer would need to investigate the issue further (Please email support@keytracker.co.uk and an engineer will be able help) However, if the date and time are incorrect and not changing, resetting the mainboard inside of the system may resolve the issue.

To do this you will need to open the cabinets side panel using the master keys,

Once the panel is open you will be able to see the core board (Please see image for reference)

If you flip the switch at the top of the board back and forth it will reboot the system.

Once the switch has been flipped the side panel can be relocked. The system will not be functional for about 5 – 8 minutes as it is booting back up. The system should then show the correct date and time and should allow access to users.



Fingerprint reader not allowing access (Morpho only)

If the fingerprint reader is not allowing access and showing a solid red light the reader will need to be reset.

To do this you will need to open the systems side panel using the master key. You should then see the mainboard of the system (see image for reference) Plugged into the USB port of the board will be the fingerprint reader if the cable is unplugged and re-plugged it will reset the reader.

If the issue persists you could try to swap the USB port that the reader is plugged into.

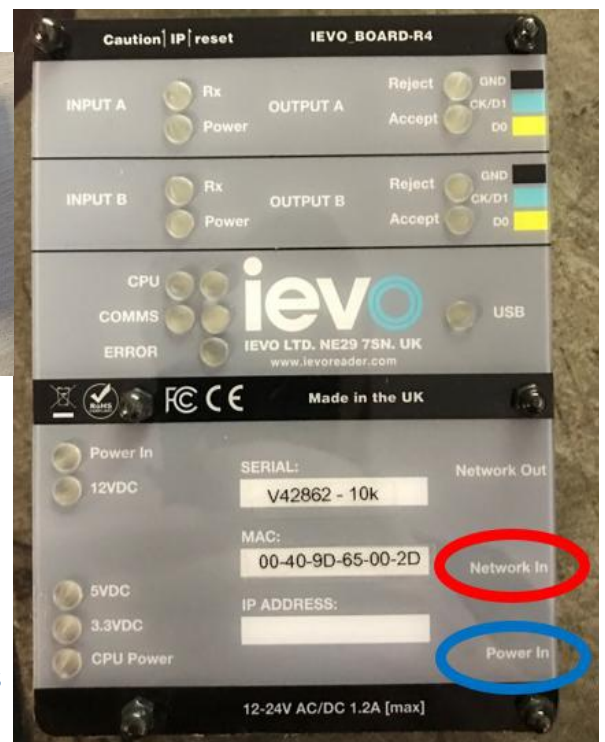


Fingerprint reader not allowing access (IEVO only)

If the fingerprint reader is not allowing access or is stuck on a solid white light this will be an issue with the readers connection to the board inside of the system.

To resolve this issue, you will need to open the systems side panel using the master keys. Once open you will see a board labelled 'IEVO'. In the bottom right of the board you will see the 'Network In' connection (Highlighted in red) which will have an ethernet cable plugged into it. If the cable is removed and then re-plugged this may resolve the issue.

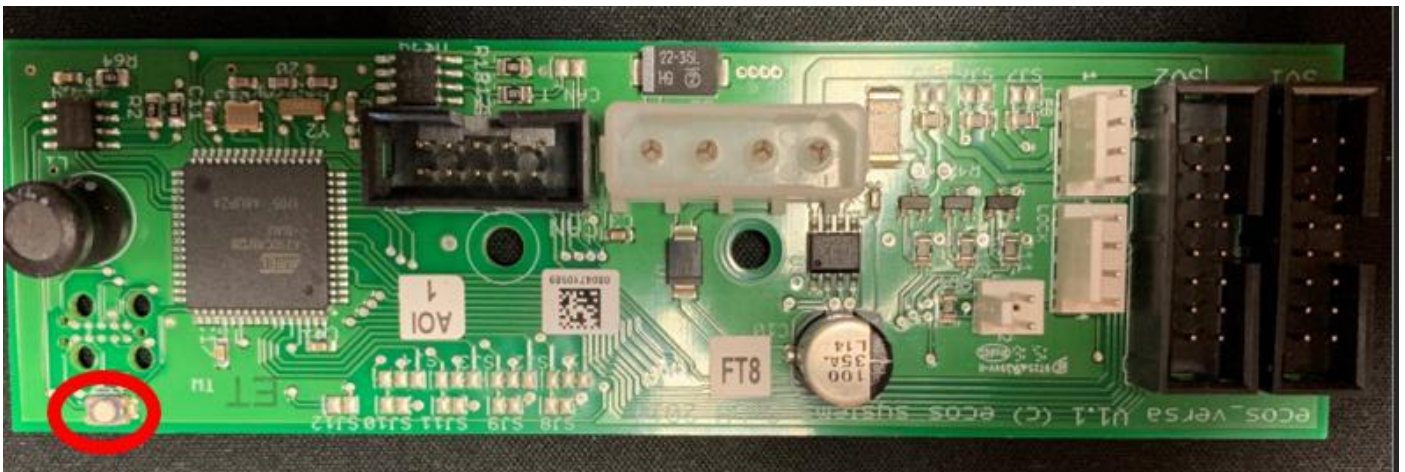
If the issue persists you may need to remove and re-plug the power cable plugged into 'Power In' (Highlighted in blue). Once re-plugged the board may need a few minutes to boot back up.



The keypad is not responding to any input/ LCD Screen is blank (If serial number contains 'Key' only)

If you are having issues with the system's keypad not responding to input or if the LCD screen on the system is blank or has a flashing cursor it may be an issue with the board to which controls them.

The board can be reset. If you open the systems side panel using the master key, you will see two versa boards next to each other. These boards are identical so to identify which board the keypad/ LCD is connected to you can follow the cable from the keypad/ LCD and it will be plugged into the correct versa board. In the bottom left corner of the board, you will see a small white button. Once this button is pressed and released, it will reset the board which may resolve the issue. If the issue persists, please email support@keytracker.co.uk and an engineer will be able help.



The system not tracking key movements correctly (If serial number contains 'Key' only)

If key transactions are not being picked up by the web software, the first thing to check will be the Ecos Com status. You will be able to check this by logging into the software and the status will be in the top right. If the status is blocked the system is not able to communicate back to the web software which is what is causing the issue. A reboot of the cabinet may help however if the status is still blocked, please email support@keytracker.co.uk and an engineer will be able help.

If the Ecos Com status is Active, it may be an issue with one of the boards in the system. If you open the systems side panel using the master key and manually remove the frame and open the swing frame to expose the back of the keys and the board behind them, you will find multiple keyboards (image below). The number of boards in your system will depend on how many slots it has; the boards also may be hidden behind cabling.

On the top right of the board will be a small white button that when pressed and released will reset it. This will need to be done for all the keyboards in the system. Once they have been reset the cabinet can be put back together and retested.



If the issue still persists, we can try to complete an ID read. This will read all the IDs of the fobs currently in the system and update the web software. To do this you can follow the steps below.

1. Log into the system using the admin pin (An admin user of the system should know the admin pin)
1. Click 1 for the service menu
2. Click 4 for next
3. Use 9 to scroll down
4. Click onto ID read
5. The system will then put you back onto the options list and begin to read the keys.

Once the ID read is complete you can check the web software to see if the grey fobs are now showing green as a fob plugged in.

Please email Support@keytracker.co.uk if the issue still persists.

My system is frozen (Santaro systems only)

If the system is frozen and not responding to users logging in the first thing to check would be the system LCD screen. The screen will display the time and date if the time and date are correct a Keytracker Engineer would need to investigate the issue further (Please email support@keytracker.co.uk and an engineer will be able help) However, if the date and time are incorrect and not changing, resetting the mainboard inside of the system may resolve the issue.

To do this you will need to open the cabinets side panel using the master keys,

Once the panel is open you will be able to see the Santaro board (Please see image for reference)

If you remove and re-plug the black and yellow cable in the bottom left it will reboot the system.

Once the cable has been removed and re-plugged the side panel can be relocked. The system will not be functional for about 5 – 8 minutes as it is booting back up. The system should then show the correct date and time and should allow access to users.



ECOS Com status is blocked (IEVO Only)

If the systems ECOS Com status is blocked on the webman software this indicates that the cabinet is unable to communicate back to the server. This will prevent any new transaction history from being shown and any new users, keys being recognised in the system.

This could be the IEVO board inside of the system which is causing the communication to fail. If you open the cabinets side panel using the master key, you should be able to see a board labelled 'IEVO'. If you unable to locate this board, you call follow the network cable coming out of the fingerprint reader which should be plugged into the board.

Once the IEVO board has been located there will be another network cable plugged into the bottom right which will be labelled 'Network In'. If you remove this cable, then wait a few seconds then replug it. It may restore the communication to the server.

If the issue persists, please email support@keytracker.co.uk and an engineer will be able help.



How to read a new fob into the system (If serial number contains 'Key' only)

If you have a new/ spare fob which you would like to start using in the system, It may show as a unknown fob if it has never been inserted into the cabinet before. The fob will have to be read into the system so that it is recognised before you can set up and start using the fob. To do this you can follow the instructions below.

1. Put the fob into an empty slot in the system
2. Log into the system using the admin code (If you do not know this code, it may be known by a system administrator.
3. The system will then show the options 'Access system' or 'Service menu'. You will need to select option 2 for 'Service menu'
4. Select option 4 (for next)
5. You can then scroll down the list using number 9 on the keypad. You can then select the option for read Key (Not read all key)
6. It will then ask to select the system. This will be the system you are currently using, and the fob is plugged into
7. The system will then ask for a field. This will be the slot number that the fob has been plugged into.
8. Once you have entered the fob will now be read in (it will take you straight back to the main service menu). From here you can log back in using the admin pin
9. Once you have logged in you will need to click access system and remove and return the fob.
10. The fob has now been read in successfully and you can make any changes to access or the fob from the web software.

How to read a new fob into the system (Touch Screen systems only)

You will need admin access to the system and the ID-plug you wish to read in.

1. Log in to the cabinet and make sure that the plug to be read in is physically in the correct position in the cabinet.
2. Scroll the bottom bar with the blue buttons to the left with your finger until you see the button for "Objects" and tap it.
3. If the object in question already exists, find it in the dropdown menu and go to Edit, if it doesn't exist yet, press "Add" to create a new object and give it a name (can be changed later in the software).
4. After that press the "Manage" button next to "ID".
5. Here select the correct system (if not already present) and specify the number of the slot where the ID-plug to be read in is located. If you are already shown a string under Chip ID, first press "Clear" and then "Add".
6. Now you should see a (different) text under "Chip ID". If this is the case, press Save to save the ID and a second time Save to save the object and send it to the web software.
7. After a few seconds, log into the web software and see if you see the object in the object list. To update the status of the key, it must be removed and returned once.