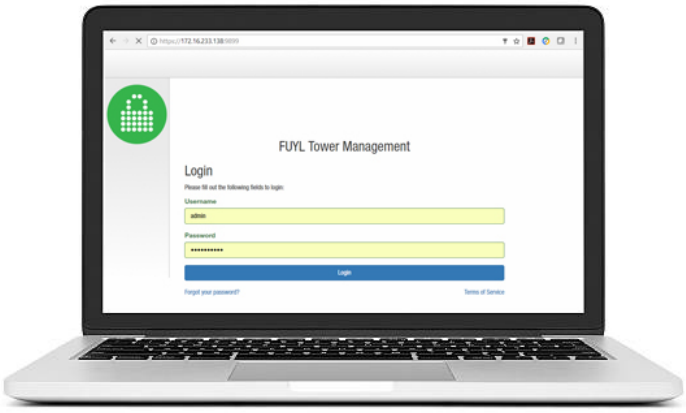
INSTRUCTIONS:

FUYL TOWER™ MANAGEMENT PORTAL



Congratulations on your purchase.

Follow these instructions for administering the FUYL Tower via the Management Portal.

locncharge pclocs

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Overview

The FUYL Tower Management Portal **(FTMP)** provides services to administrators of FUYL Tower 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). The portal supports local administration only - no access through the internet, the FUYL Tower must be connected to the same physical network as the administrator.

Before attempting to use this manual, it is recommended that the reader be familiar with the FUYL Tower 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 FUYL Tower. This can be extended using a commonly available adapter if needed.

The FUYL Tower 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 FUYL Tower 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 FUYL Tower defaults to IP address **169.254.172.16.**

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

CONNECTING – QUICK START

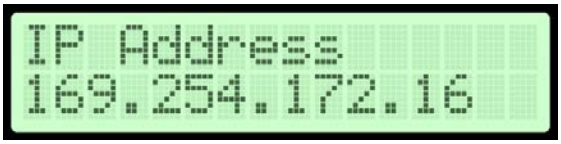
Connecting to the FUYL Tower Management Portal (**FTMP**) is done through a web browser, such as Internet Explorer, Firefox, Chrome or Safari.

FUYL TOWER ADDRESS

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

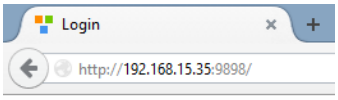
> Note: Wait for at least 60 seconds after powering on the FUYLTower or connecting the network cable to the laptop or LAN before attempting to check the address.

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 FUYL Tower LCD, but add :9898 at the end eg: 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.

CONNECTING – ADVANCED

AUTOMATIC IP ADDRESS DISCOVERY

If using an mDNS hostname discovery service (eg. Bonjour for Windows or MAC), the FUYL Tower 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 1: 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 2: To access the FUYL Tower using the FUYL Tower Name (eg. http://tower-name.local:9898/), the Laptop/PC needs to be on the same Subnet as the FUYL Tower. (WiFi and Ethernet connections will often be assigned to different Subnets by the router.)

Note 3: Bonjour is commonly used Windows or MAC software which is used for device discovery on a local network, such as when configuring a printer. A number of organisations provide this software freely online, often bundled with other applications. 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 http**s** instead of http. Use the IP address of the FUYL Tower or the hostname as shown below.

https://xxx.xxx.xxx.xxx:9899/

OR

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

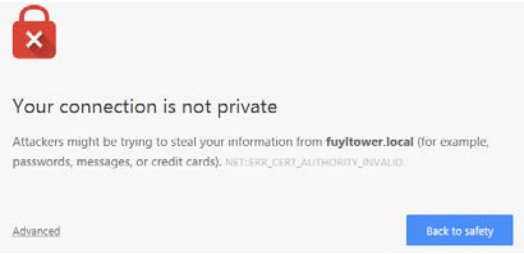
This will open a SECURE connection to the FUYL Tower Management Portal. However some web browsers will think that this connection is dangerous, and security warnings will appear. Read below for an explanation.

BROWSER SECURITY WARNINGS

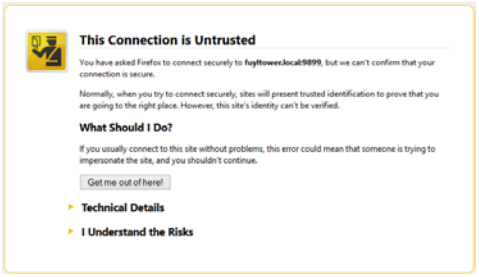
Some browsers will falsely report security warnings after secure login is attempted. The explanation is simple. The site is on a local network, not the internet, so the browser cannot verify the identity of the site. But the connection is secure, so it is safe to click past the warnings.

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.

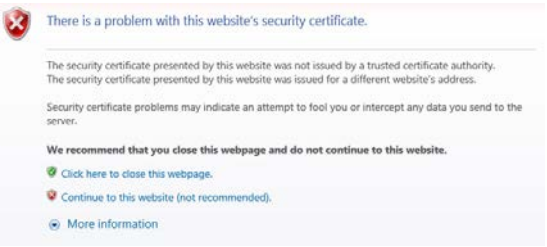
Google Chrome



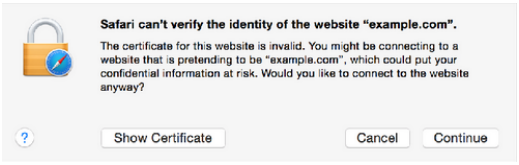
Mozilla Firefox



Internet Explorer



Apple Safari



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

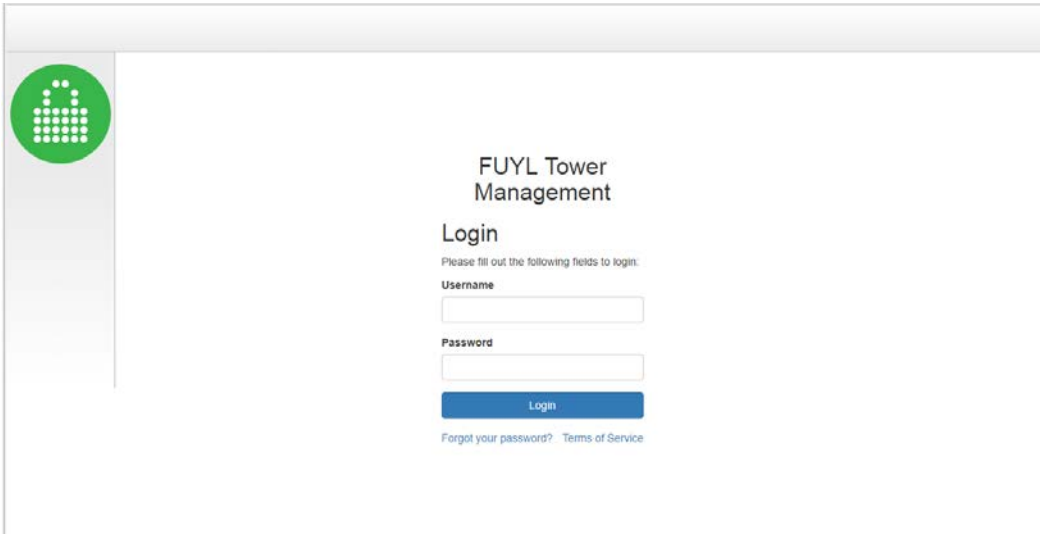
http://xxx.xxx.xxx.xxx:9898/

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

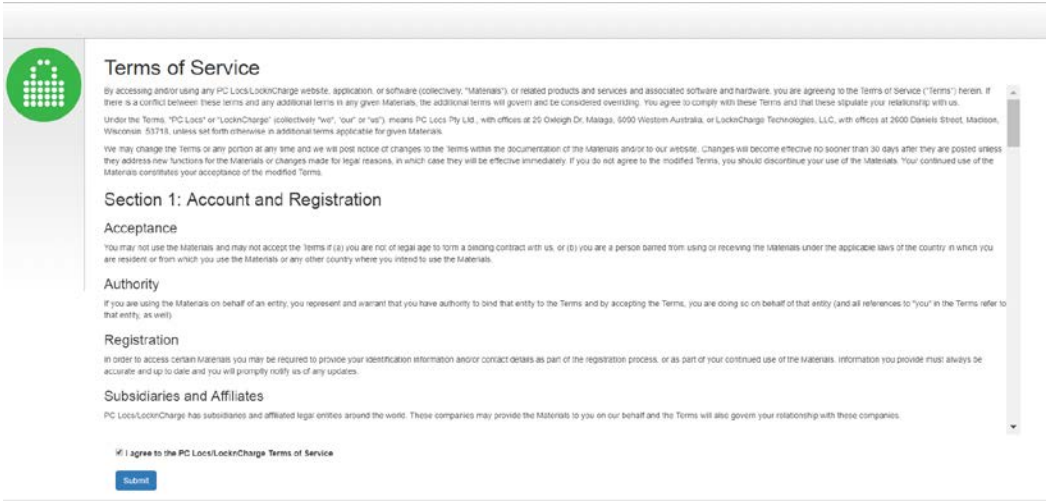
LOGIN

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

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



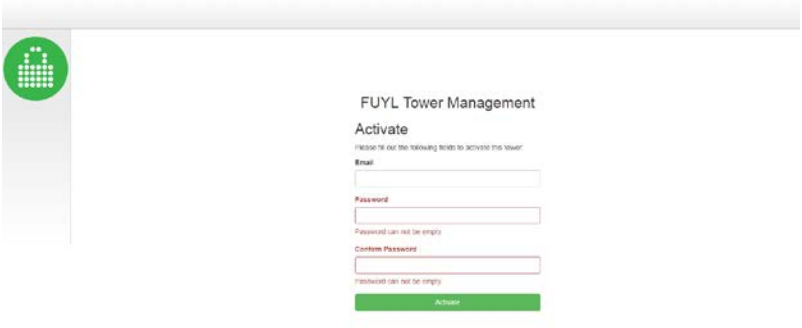
After logging in, the Terms of Service page will appear. If you agree with these terms, tick the checkbox at the bottom of the page and select the Submit button.



Terms and conditions may be viewed at any time by selecting Terms of Service from the pull-down User menu at the top right hand side of any page.

You will then be guided to the Activate page, where you are asked to change your admin password for future logins. 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.

In the email field, provide an email address. This address will be used to receive a code should you forget your Portal password. The address may later be changed from the User menu Change Password page.

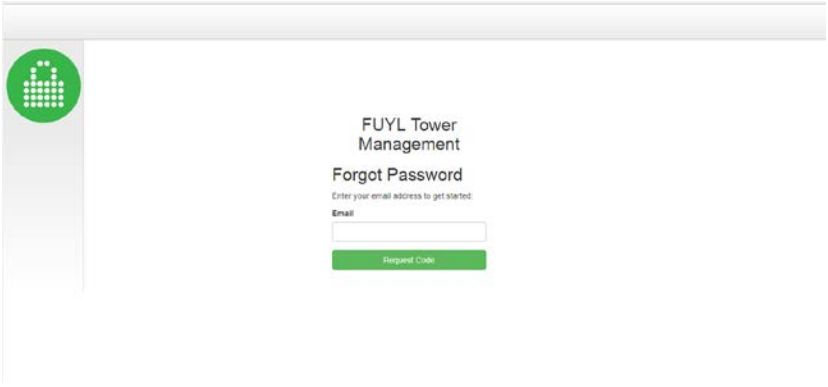


When fields have been entered, click the Activate button. You will now be able to log in using the “admin” username and the password you have just set.

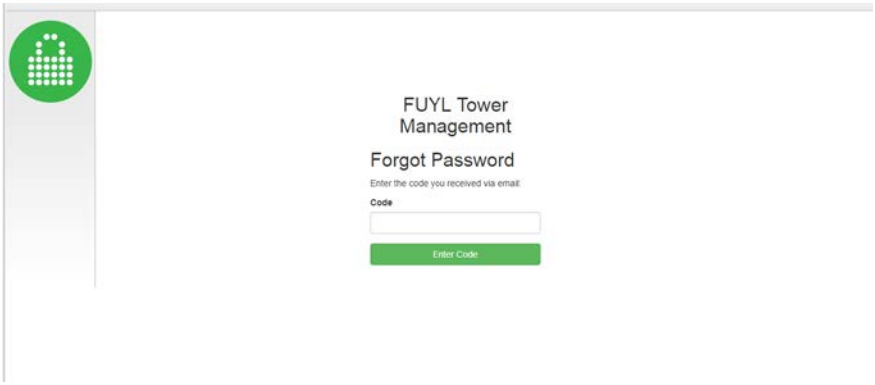
FORGOTTEN PASSWORD

If you forget your Management Portal admin password, go to the Login page and click on the ‘Forgot password’ link. The Forgot Password page will load. Enter the email address which was entered during initial activation, and click the Request Code button. An email containing a code will be sent to this address. *if you cannot see the email in your inbox, please check that if it has been re-routed to you ‘junk’ folder.*

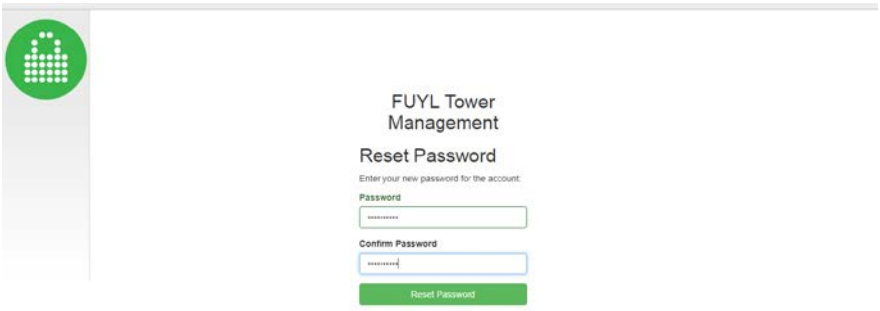
> ***Note**: If you forgot your password and did not set an email address, you may reset the Management Portal connection (both IP address and password) to its defaults from the control panel Admin menu (option 0). Please refer to the User Guide for more information.*



The page will refresh, displaying a Code field. Enter the code received in your email, and click the Enter Code button.



The Reset Password will be loaded. Enter a new password in both fields, and click the Reset Password button.



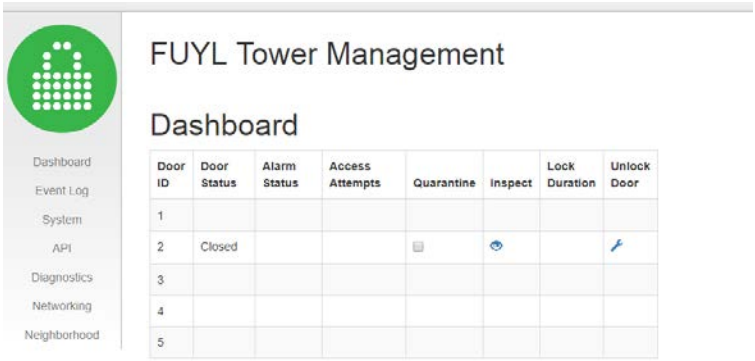
Your new password is now activated, and you will be able to access the Management Portal with it when the login page appears.

DASHBOARD PAGE

This page shows the status of all locker compartments. The appearance of the page will vary according to the Tower Mode configuration setting (please refer to Tower Mode below).

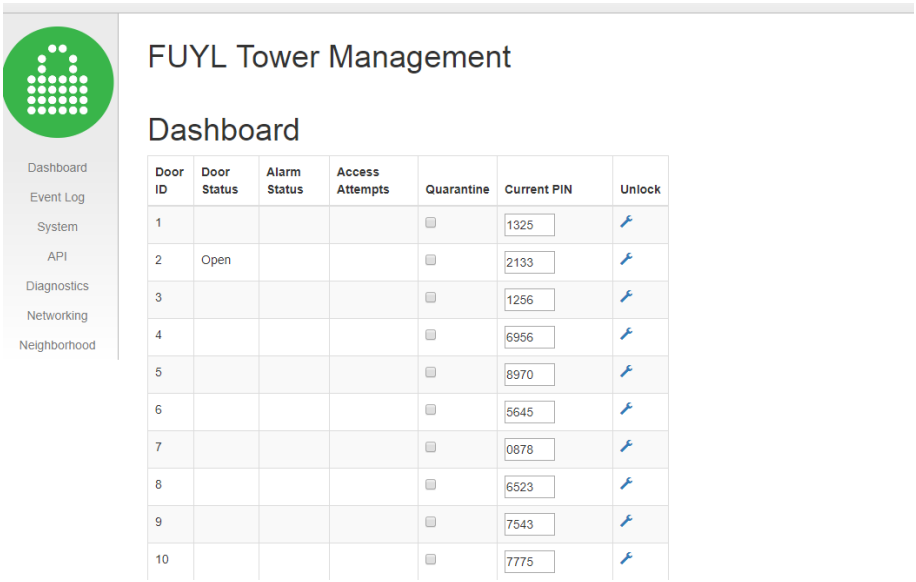
Dashboard (Tower Mode – User Specified PIN)

When Tower Mode is set to User Specified PIN (the default setting) doors are normally open, and the Dashboard page will appear as below:



Dashboard (Tower Mode – Admin Specified PIN)

When Tower Mode is set to Admin Specified PIN, doors are normally closed, and the Dashboard page will appear as below:



The following information is presented in the table.

Door Status: The open/closed state of the door. When the FUYL Tower is configured to have doors normally open (see Tower Mode below) this column will only show closed doors. When configured to be normally closed, it will only show open doors.

Alarm Status: Indicates if the locker has any alarms. Three types of alarm may be displayed:

- "breach" - a door has been forced open
- "stuck" - door is unable to open
- "breach inspection" – Admin has opened a door for inspection purposes (see Inspection below)

See the FUYL Tower 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.

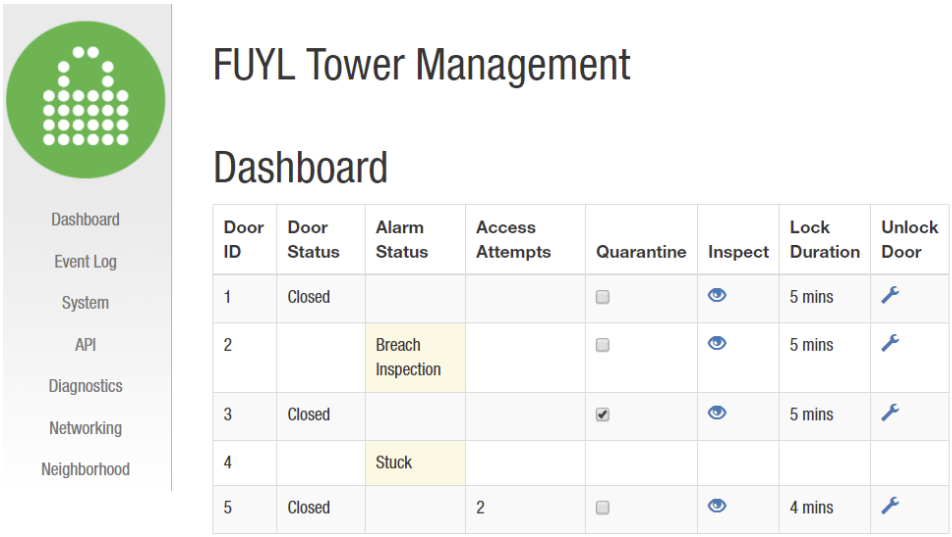
Quarantine: Setting this checkbox blocks a user from opening their locker door. If the user attempts to open a quarantined locker, a message appears on the control panel LCD informing them that it has been quarantined, and advises them to contact the Administrator. The Administrator may remove the quarantine by unchecking the box. It may also be reset from the control panel menu (option 8).

Inspect: Clicking on this icon will open a locker bay for inspection. The door may then be pushed closed and the original PIN will still be active. This action may also be initiated from an Admin mode menus at the control panel (please refer to User Guide for further infromation).

Lock duration: The time since the door was locked.

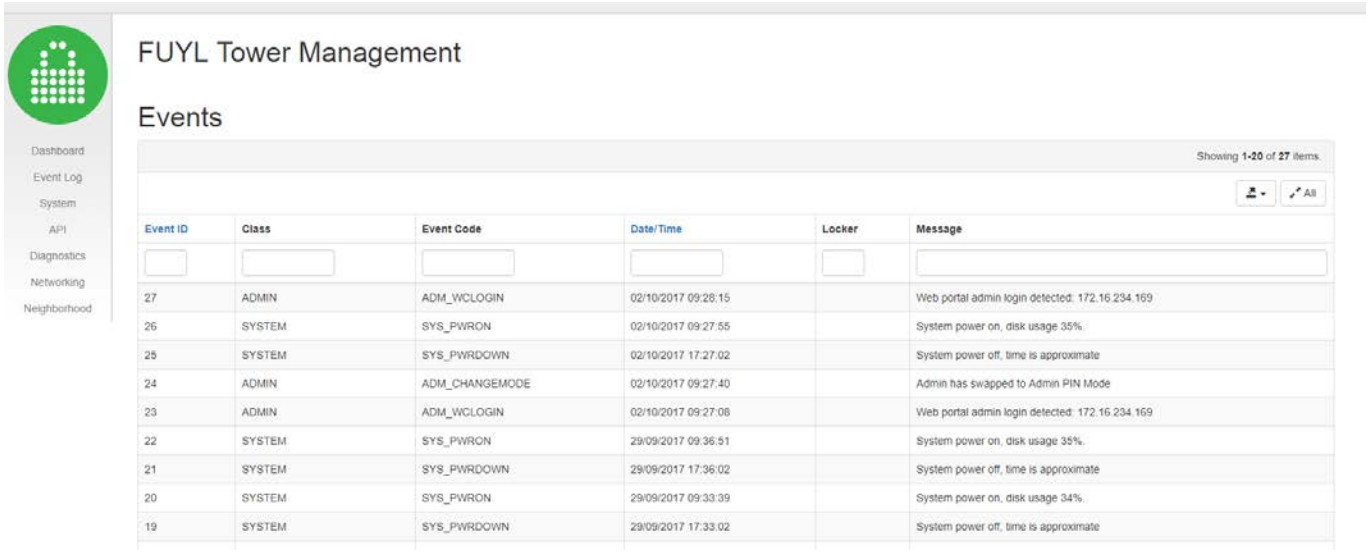
Current PIN: Admin enters the user PIN in this field.

Unlock door: Click the blue "wrench" to open the locker. Note that the PIN that was used to close the locker will be forgotten.



EVENTS PAGE

This page displays the event log, a record of all FUYL tower operations, with time stamped logs of locker use, failed PIN entries, admin logins etc. By default only the last page of events is displayed. To expand the view to all events recorded , click on the 'All' button on the top right hand side of the page.



Event ID	Class	Event Code	Date/Time	Locker	Message
27	ADMIN	ADM_WCLOGIN	02/10/2017 09:28:15		Web portal admin login detected: 172.16.234.169
26	SYSTEM	SYS_PWRON	02/10/2017 09:27:55		System power on, disk usage 35%.
25	SYSTEM	SYS_PWRDOWN	02/10/2017 17:27:02		System power off, time is approximate
24	ADMIN	ADM_CHANGEMODE	02/10/2017 09:27:40		Admin has swapped to Admin PIN Mode
23	ADMIN	ADM_WCLOGIN	02/10/2017 09:27:08		Web portal admin login detected: 172.16.234.169
22	SYSTEM	SYS_PWRON	29/09/2017 09:36:51		System power on, disk usage 35%.
21	SYSTEM	SYS_PWRDOWN	29/09/2017 17:36:02		System power off, time is approximate
20	SYSTEM	SYS_PWRON	29/09/2017 09:33:39		System power on, disk usage 34%.
19	SYSTEM	SYS_PWRDOWN	29/09/2017 17:33:02		System power off, time is approximate

EVENT CLASSES

Event classes indicate of the source of logged events.

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

Event codes indicate what the event was. Further details are provided in the accompanying message.

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.

ADM_QUARANTINE – Admin quarantined the locker

SYS_PWRON – System power on was registered.

SYS_PWRDOWN – System power down was registered.

SYS_APPRESTART – The FUYL Tower application firmware was restarted.

SYS_APPREINIT – The FUYL Tower 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.

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

LCKR_BREACH – A locker was opened without supplying the PIN code – this may be due to a breach or an Inspection

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 page to check the local time-zone and reset 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

By default sorting is done by Event ID (ie: in order of receipt of the event), but may also be ordered by time by clicking on the Date/Time heading. This may give different results because time may have been reset at some point. The order of sorting can be reversed by clicking on the Date/Time or Event ID column headings.

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 (see SHOW ALL below).

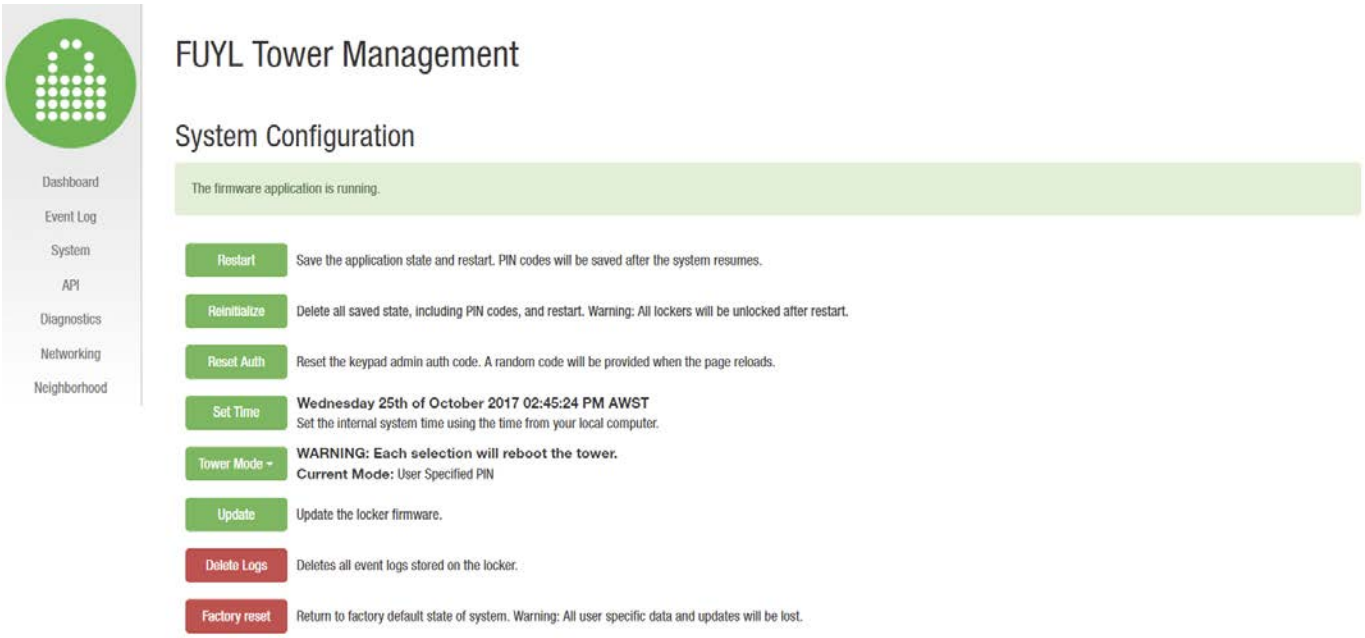
SHOW ALL

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.

CLEARING THE EVENT LOG

The event log may be cleared from the System Configuration page by clicking on the Deleted Logs button.

SYSTEM PAGE



APPLICATION STATUS

An Application Status banner at the top of the page shows whether the firmware application is running. The “application” refers to the firmware program on the FUYL Tower 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 FUYL Tower. The application should only ever stop running in a serious error situation, or while updates or diagnostics are taking place.

RESTART

Press this button to restart the application, if you think that the keypad or LCD display have become unresponsive. All configurations and PIN codes will be retained. The Management Portal will need to reload after the FUYL Tower reboots.

REINITIALIZE

This is a more serious restart, which clears the user PINs and any alarm status codes. If Tower Mode is set to User Specified PIN, the lockers will all be unlocked. When Tower Mode is set to Admin Specified PIN, no doors will be opened.

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 generated and displayed, and this can be used on the control panel to access admin menus.

SET TIME

This will set the clock of the locker to the time set on the connected computer.

TOWER MODE

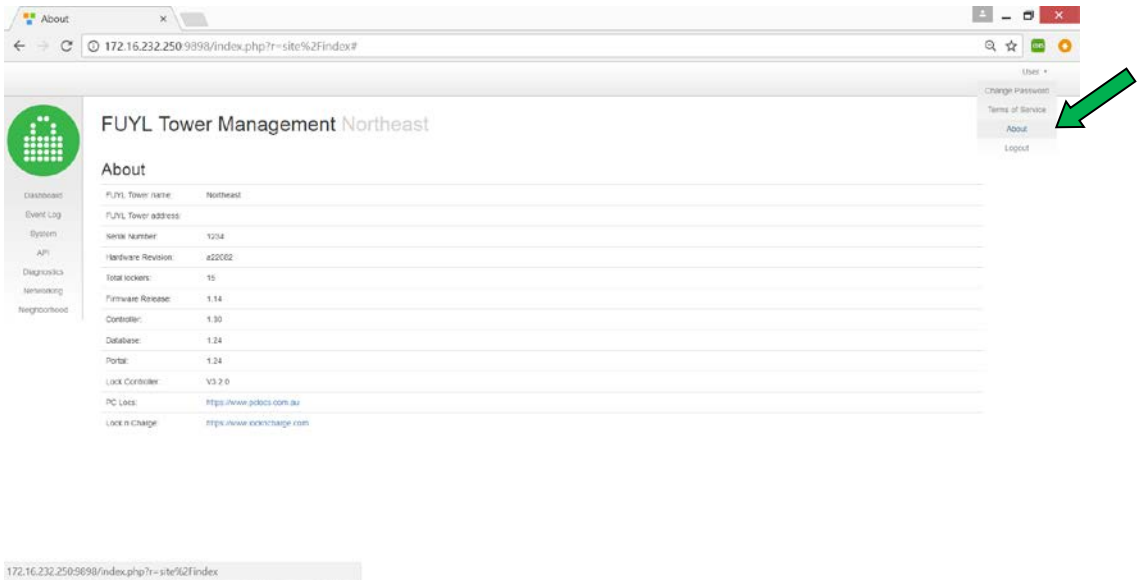
This setting provides three alternatives for controlling user access to FUYL tower lockers:

- User specified PIN (default): Doors are normally open, and the user enters their own PIN to reserve a locker space.
- Admin specified PIN: Doors are normally closed, and Admin allocates PINs to users from the Dashboard page
- External API control: Door access and display messages are controlled by the client's external application through the Application Programming Interface. For further details of this, please contact us on our Support page.

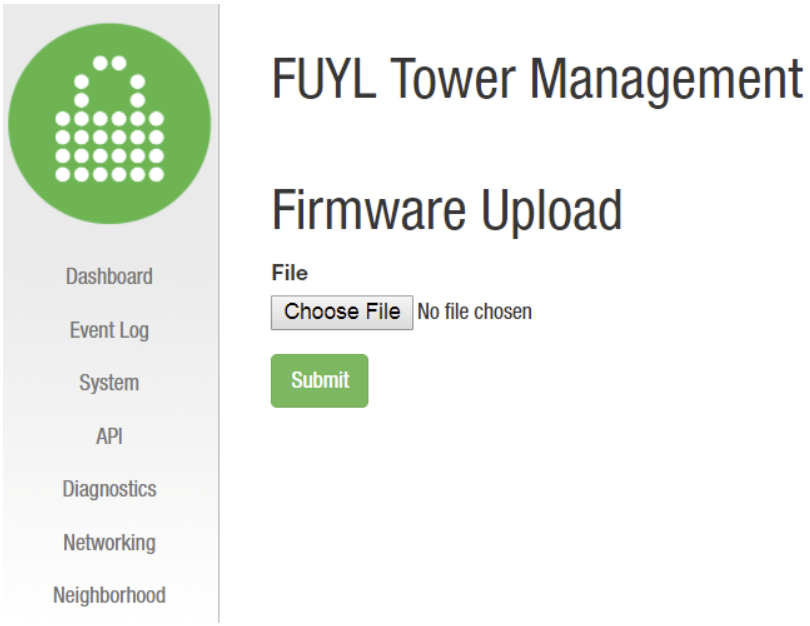
Switching modes will reset the FUYL Tower - the Management Portal will need to be reloaded, and doors will open.

UPDATE

This button updates the locker firmware. Users requiring a firmware update can download package files from the support website to their computer. Administrators can determine the package versions which are currently installed by clicking on the User menu About link and viewing the About page:



To upgrade firmware, click on the Update button on the System page. When the Firmware Upload page loads, click the Choose File button, and browse to the location of the package file you wish to install.



Files will generally have '.deb' extensions, and will include their versions eg: 1.31, 1.25, 1.25 as below.
NOTE: Firmware upgrades need to be uploaded one at a time and in a specific order. See below.

1st	Database:	database-fuyltower_1.25_all.deb
2nd	Controller:	firmware-fuyltower_1.31_all.deb
3rd	Portal:	portal-fuyltower_1.25_all.deb

After selecting a file, click the Submit button and wait until the installation is completed. This may take several minutes for some files. On completion of each update, reboot the FUYL Tower.

DELETE LOGS

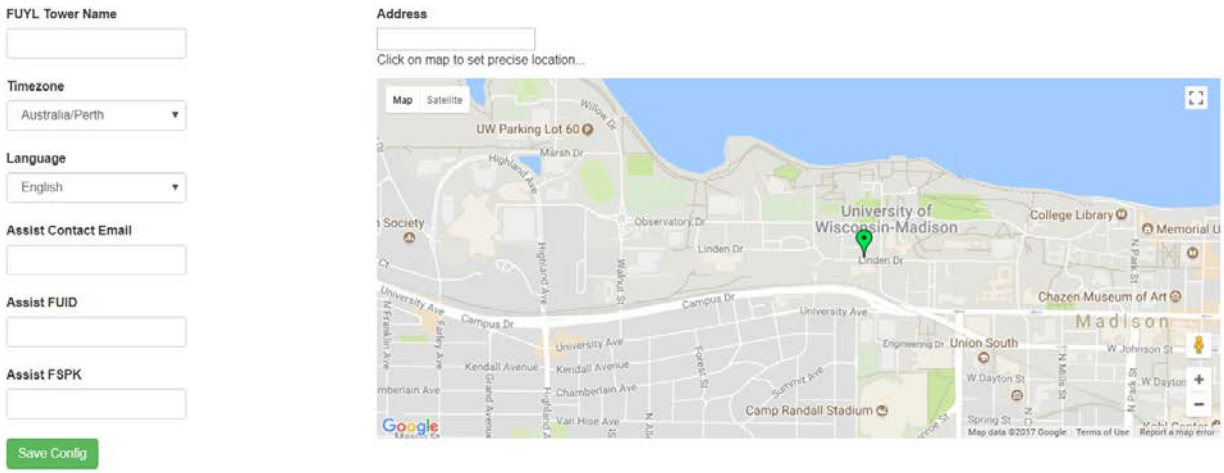
This clears the Event Log.

FACTORY RESET

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

CONFIGURATION FIELDS

These fields are used to set details specific to the locker installation. 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.



FUYL Tower name: The name entered here may be used in the browser address bar when connection to the Management Portal, as a more user-friendly alternative to the IP address. See **CONNECTING-ADVANCED** section. The name entered will also help to identify neighboring FUYL Towers on the Neighborhood map (see **NEIGHBOURHOOD** section below). It will be helpful to give the locker a descriptive name. This field must only contain alphanumeric and hyphen characters eg. ‘Library-2’ but not ‘Library #2’.

Note: To access the FUYL Tower using the FUYL Tower Name (eg. http://tower-name.local:9898/), the Laptop/PC needs to be on the same Subnet as the FUYL Tower. (WiFi and Ethernet connections will often be assigned to different Subnets by the router.)

Timezone: Set the local timezone

Language: This pulldown permits the selection of language for messages appearing on the control panel display.

What is Assist?

Assist is an optional cloud-based alert notification service, which will automatically notify you by email when suspicious activity is detected on any of your FUYL Towers. Please contact your sales representative if you would like to be registered for this service (currently free). Your Tower must have access to the internet for the Assist service to operate.

Assist Contact Email: a contact email address for the person responsible for the site. Assist alerts will be sent to this address.

Assist FUID/FSPK: Your sales representative will send you these credentials for the Assist service on request. 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.

FUYL TOWER LOCATION

If the FUYL Tower has internet connection, a map will be visible on the System page. This is provided to simplify the task of entering your FUYL Tower's location. This location can be used to help you identify and log into individual FUYL Towers installed at your site from the Neighborhood page (see **NEIGHBORHOOD** section).

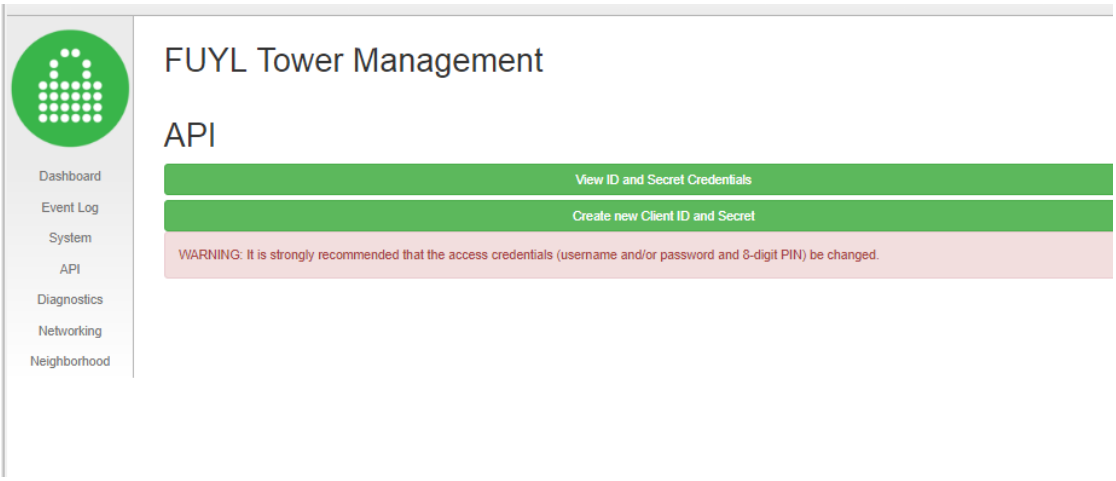
Enter the nearest address in the Address field, and the map will centre on that location. To enter you Tower's precise location, left-click the mouse, and a green icon representing your Tower will appear at that point. You can zoom in or out using the map's '+' and '-' buttons, and pan the map by clicking and dragging.

API PAGE

From this page Admins can periodically regenerate new security credentials for their external software application, allowing secure access to the FUYL Tower over the API.

What is the API?

The API (Application Programming Interface) is effectively a 'software socket' which allows client software applications external to the FUYL Tower to control, monitor and extend the FUYL Tower. This provides client organisations with a low-cost means of developing their own tailor-made software applications. To get developers started, a demonstration application and technical document is available upon request from your sales representative.



This page is only relevant when the FUYL Tower is configured to employ External API Control (set by the System page Tower Mode button).

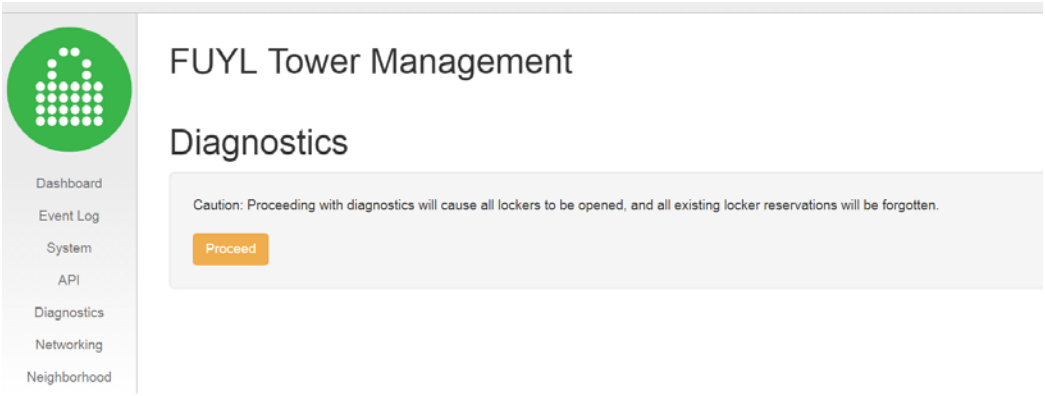
View ID and Secret Credentials: Displays the current ID and Secret credentials.

Create new Client ID and Secret: Regenerates a new ID and Secret.

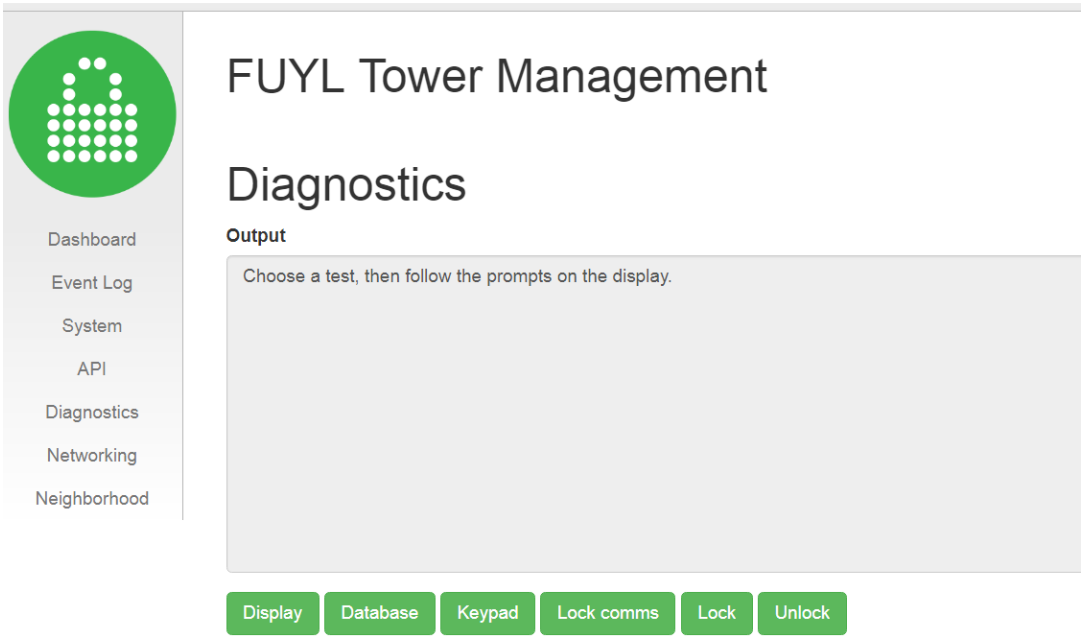
DIAGNOSTICS PAGE

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

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



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



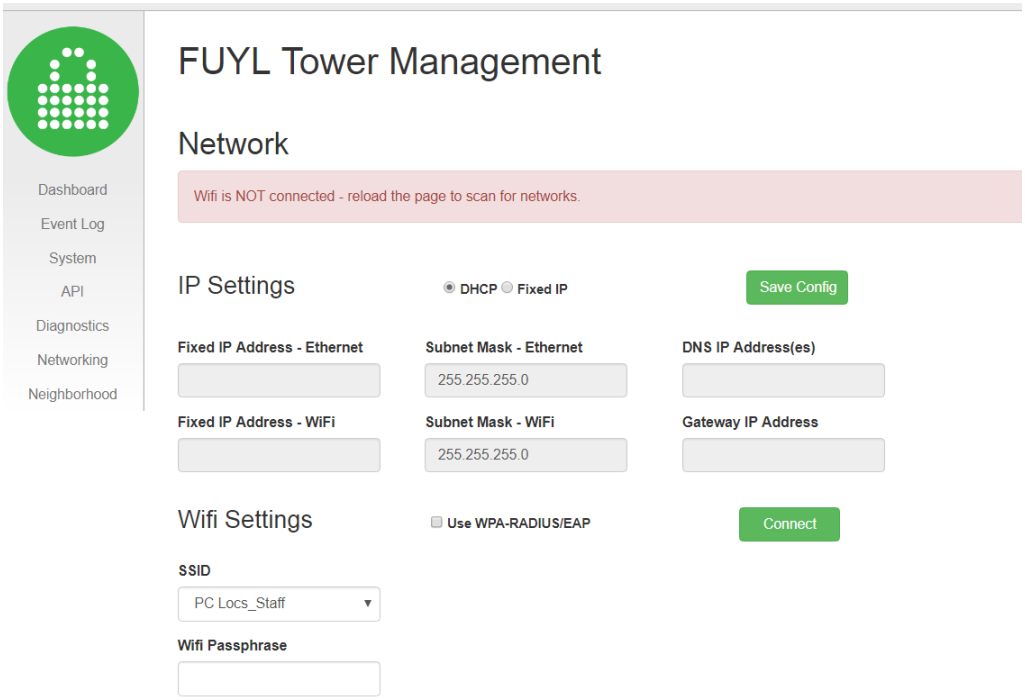
Caution: Doors can open suddenly when running diagnostics. Please stand back from the FUYL Tower.

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

NETWORKING PAGE

The FUYL Tower provides the ability to connect to the Management Portal over Ethernet cable as well as over WiFi. This page provides configuration options for connection of the FUYL Tower to the Local Area Network (LAN), as well as to the internet.

> ***Note**: New DHCP/Fixed IP settings may take several minutes to come into effect. If after making changes you are unable to reconnect to the FUYL Tower's Management Portal, you can reset FUYL Tower access to factory pre-sets from the FUYL Tower control panel. In the Administrator menu, option '0 Reset Portal' is provided for this purpose. Please consult the FUYL Tower User Guide for further information.*



IP SETTINGS

DHCP: Selecting DHCP allows the LAN DHCP server (often running from a router) to automatically assign Internet Protocol (IP) addresses, subnet mask and default gateway.

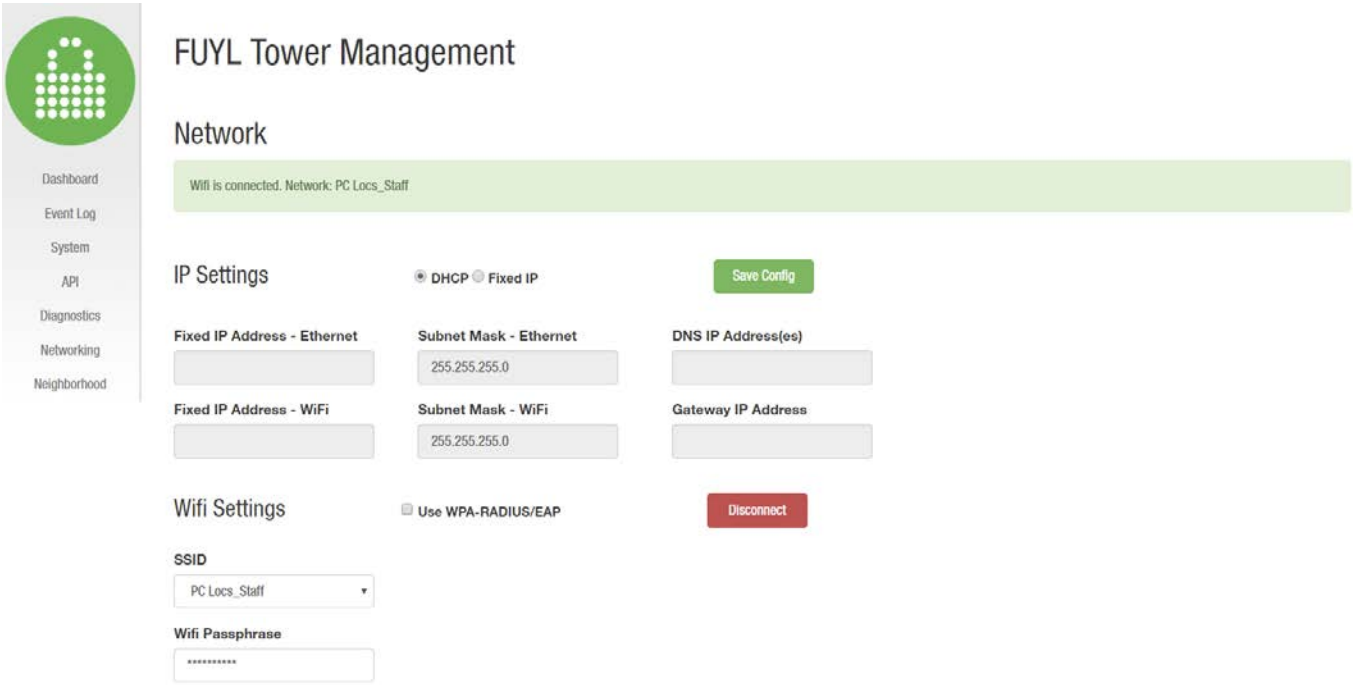
Fixed IP: Selecting this option allows the manual setting of IP addresses and subnet masks. **PLEASE CONSULT WITH YOUR LAN ADMINISTRATOR** to obtain valid addresses, as your selected addresses may disrupt other users on the LAN.

After IP address settings are changed, the user must click the Save Config button to store settings. The new settings will not come into effect until the system is rebooted. Settings will often take several minutes to come into effect.

WIFI SETTINGS

On entering the Networking page, the FUYL Tower's built-in Wi-Fi module will scan the environment for available networks, and their SSIDs will appear listed in the SSID dropdown. Users will select the preferred network from the drop-down list, enter the passphrase and click the Connect button to join the network.

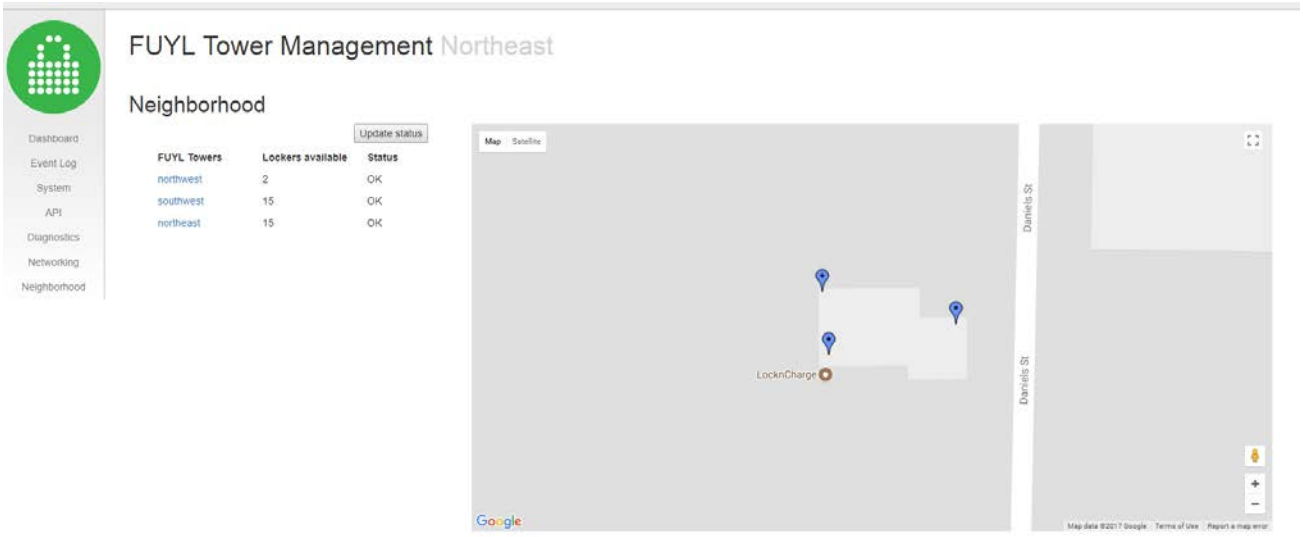
The Connect button will then change to a red Disconnect button. To disconnect WiFi and revert to the wired Ethernet connection, the User would click on the Disconnect button. When the Wi-Fi is disconnected, all transmissions cease. The FUYL Tower must be rebooted for the new configuration to come into effect.



NEIGHBORHOOD PAGE

The Neighborhood page provides the administrator with an overview of the status of all FUYL Towers connected to their Network Subnet. It also provides a simple means of navigating between each FUYL Tower's Management Portal. The page must be refreshed to view the latest status – an Update Status button is provided for this purpose.

A list of FUYL Towers is provided showing the names of Towers, the number of lockers each has available, and their status (OK, BREACH or STUCK). Clicking on a FUYL Tower name will navigate to that Tower's login page. Eg. southwest (below)



If an internet connection is available, a map is also displayed, with icons shown at the configured locations of each FUYL Tower on the Network. If an icon is red, this signifies an alarm condition. Hovering the cursor over any icon reveals the given name of that Tower. Clicking on the icon loads the login page for that Tower.

To make the most of this page, you should:

1. Connect each FUYL Tower to the Network with internet accessible
2. Provide each FUYL Tower with a meaningful name from the Management Portal System page
3. Set the location of each FUYL Tower from its Management Portal System page.

TROUBLESHOOTING

When I try to display the IP address of the FUYL Tower, it seems to be blank.	This indicates that the FUYL Tower is not connected to a network or the DHCP server has not yet issued an address to the Tower. Check that the FUYL Tower is powered. 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. Open the control panel door of the FUYL Tower and check for network activity lights on the electronic controller behind the door.
I found the IP address of the FUYL Tower, but the web browser has an error when I try to go to "http://xxx.xxx.xxx.xxx:9898/" "Server not found" "This webpage is not available" "This page can't be displayed"	Your computer is probably not able to communicate with the FUYL Tower. Try to ping the IP address (google "how to ping an ip"), and check if there is a response. If no response, there is a network problem. Check the IP address of your computer versus the one for the FUYL Tower (google "LAN ip of my computer"). They should be similar except for the last few numbers. Try unplugging the network cable at both your computer and the FUYL Tower, wait 30 seconds and then replug.
I can connect to the FUYL Tower using its IP address, but I can't use http://tower-name.local:9898. What does this mean?	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. Try refreshing the browser page in a few minutes. DNS servers can take a while to refresh their caches Unfortunately, some network conditions don't allow the automatic configuration to work. 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.
I can connect to the FUYL Tower using http, but when I try to use "secure mode" https, I get all warnings and errors. What does this mean?	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. 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. 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.