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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 Users 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 Users Manual.

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

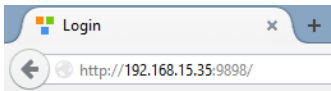
Use the admin control access key (the smaller of the keys) to start the process. Now enter the 8 digit auth code. When the menu options appear, press **6**. The IP address should be displayed



ACCESS THE PORTAL

Open the web browser and type the address into the URL bar at the top of the screen.

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



Use the address that was displayed on the FUYLTower display, but add :9898 at the end.

When the page loads, a login should be displayed.

Important: Now that you have tested the portal, there are some other access methods that would be beneficial to understand. They are discussed in the "Connecting – Advanced" section. If you are ready to log in, proceed to the "Activation" section.



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CONNECTING – ADVANCED

AUTOMATIC IP ADDRESS DISCOVERY

Using an mDNS hostname discovery service (Bonjour for Windows or MAC), the FUYLTower can be accessed using the domain `fuyltower.local`.

<http://fuyltower.local:9898/>

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

If there are multiple FUYLTowers on the same network, the conflict will be resolved automatically and subsequent units can be addressed at `fuyltower-2.local`, `fuyltower-3.local` etc.

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.

ACCESS MODES

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**.

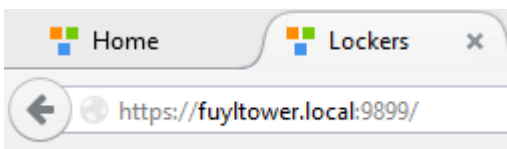
Compatibility mode was demonstrated in the “Connecting – Quick Start” section. Using compatibility mode, you are slightly more vulnerable to attack on the local network, because traffic, including passwords are not transmitted securely and can be ‘sniffed’ (but only by users on the same local network).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

SECURE LOGIN

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/>

<https://fuyltower.local:9899/>



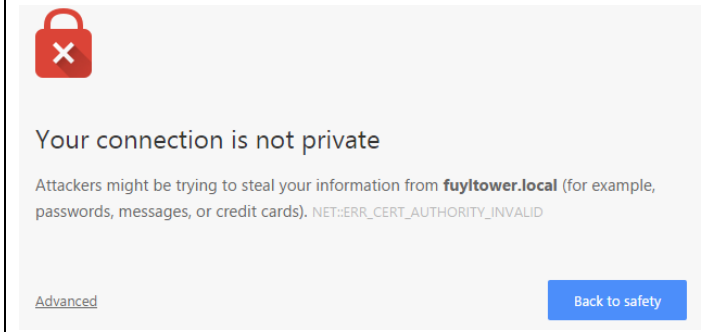
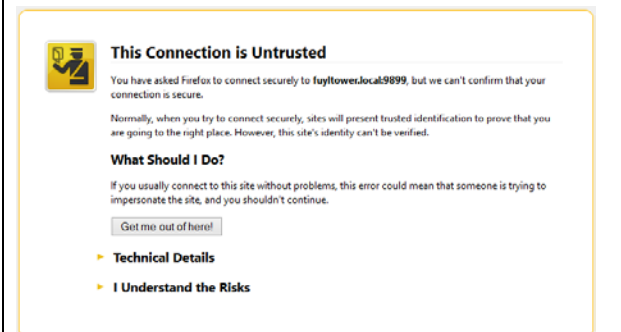
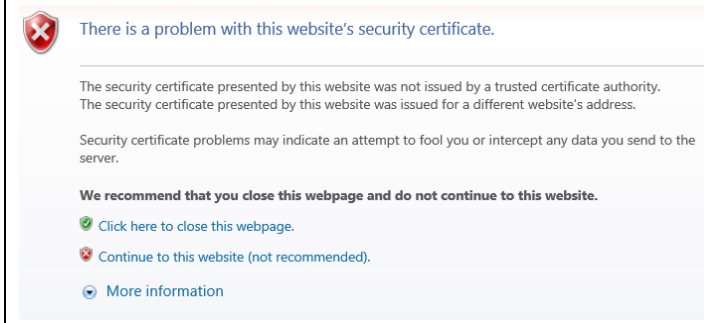
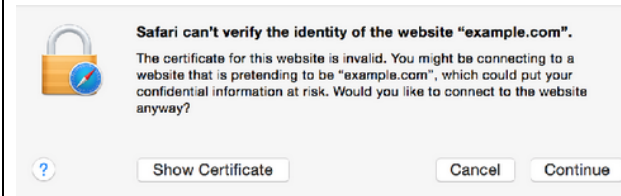
This will open a SECURE connection to the FUYLTower Management Portal. However some web browsers will think that this connection is dangerous, and security warnings will appear. Read below for an explanation.

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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 can't 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 is a very much reduced risk of attack attempts.

<p>Google Chrome</p> 	<p>Mozilla Firefox</p> 
<p>Internet Explorer</p> 	<p>Apple Safari</p> 

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



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COMPATIBILITY MODE

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://fuyltower.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.

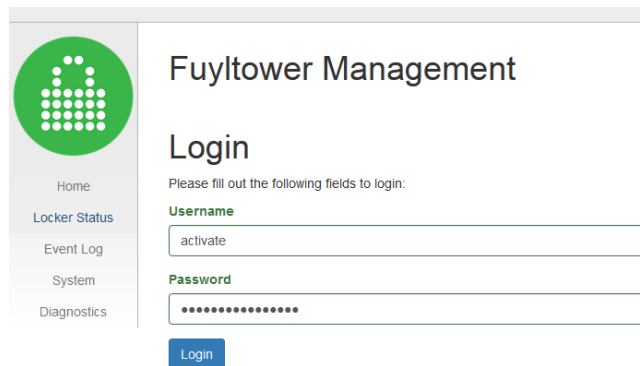
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LOGIN

You will have received an activation code from PC Locs / LockNCharge. Simply use the following credentials to login to the web portal for the first time.

Username: **admin**

Password: **uberbasket**



The screenshot shows the login interface of the Fuyltower Management portal. On the left is a navigation menu with a green circular logo and links for Home, Locker Status, Event Log, System, and Diagnostics. The main content area is titled 'Fuyltower Management' and 'Login'. It prompts the user to fill out fields for Username and Password. The Username field contains 'activate' and the Password field is masked with dots. A blue 'Login' button is positioned below the fields.

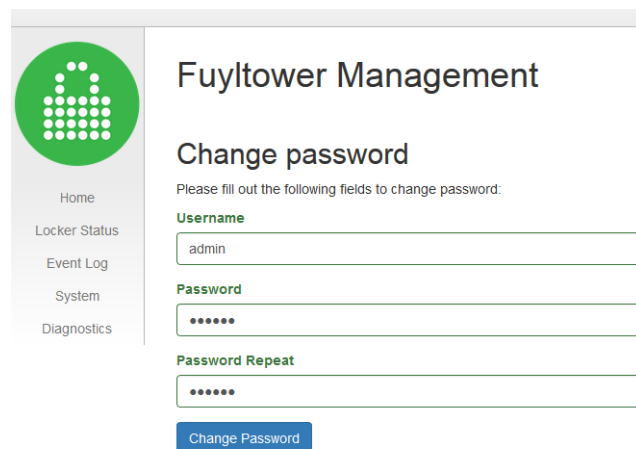
Once activation is successful, you will have access to some functionality of the system.

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 portal. It includes a 'User' dropdown menu, a 'Change Password' button, and a 'Logout' button.

In the top right corner of the screen, under User, select Change Password

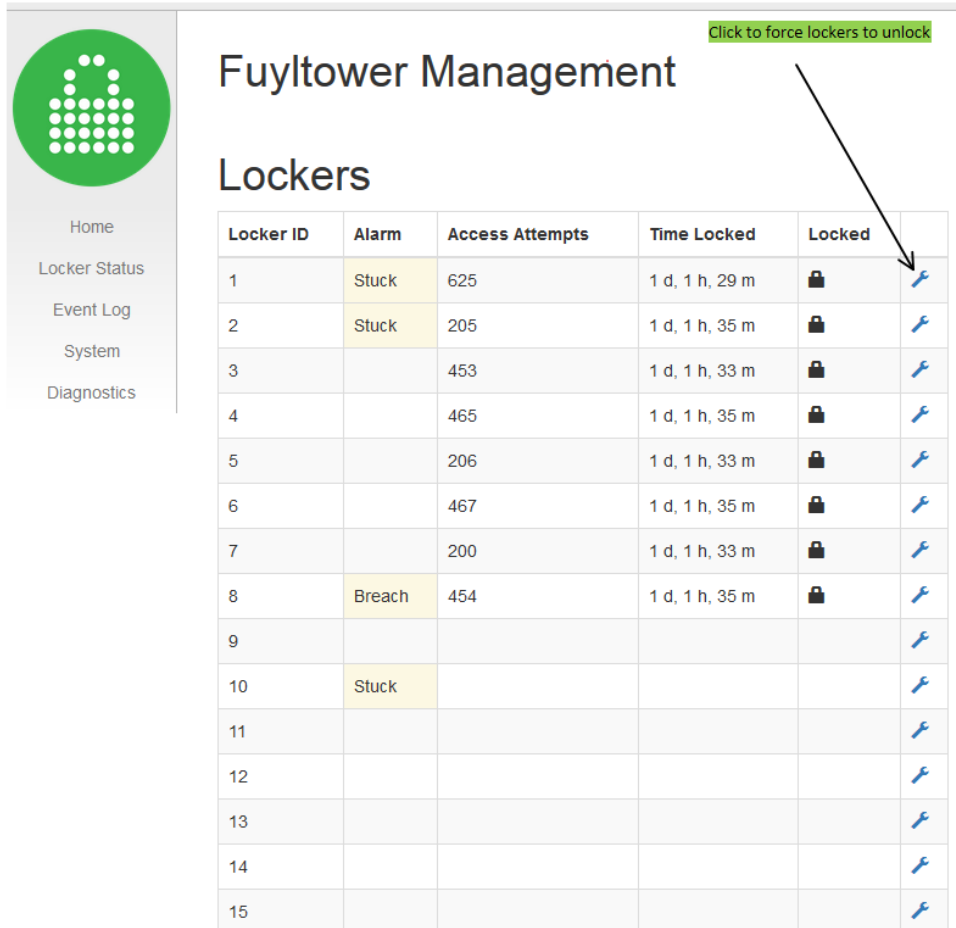


The screenshot shows the 'Change password' page in the Fuyltower Management portal. The navigation menu is on the left. The main content area is titled 'Fuyltower Management' and 'Change password'. It prompts the user to fill out fields for Username, Password, and Password Repeat. The Username field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

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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.

LOCKER STATUS SCREEN



Click to force lockers to unlock

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 21-40 of 3499 items

Event ID	Class	Event Code	Time	Locker	Message
3479	AUDIT_TRAIL	LCKR_TMPBAN	09/06/2015 10:05:53	7	3 incorrect tries, this locker is banned for 1 minute
3478	AUDIT_TRAIL	LCKR_TMPBAN	09/06/2015 10:05:45	6	3 incorrect tries, this locker is banned for 1 minute
3477	AUDIT_TRAIL	LCKR_TMPBAN	09/06/2015 10:05:39	5	3 incorrect tries, this locker is banned for 1 minute
3476	AUDIT_TRAIL	LCKR_TMPBAN	09/06/2015 10:05:33	4	3 incorrect tries, this locker is banned for 1 minute
3475	AUDIT_TRAIL	LCKR_TMPBAN	09/06/2015 10:05:26	3	3 incorrect tries, this locker is banned for 1 minute
3474	AUDIT_TRAIL	LCKR_TMPBAN	09/06/2015 10:05:17	2	3 incorrect tries, this locker is banned for 1 minute
3473	AUDIT_TRAIL	LCKR_TMPBAN	09/06/2015 10:05:10	1	3 incorrect tries, this locker is banned for 1 minute
3472	AUDIT_TRAIL	LCKR_TMPBAN	09/06/2015 10:02:38	1	3 incorrect tries, this locker is banned for 1 minute
3471	ADMIN	ADM_WCLOCKIN	09/06/2015 10:02:35		Web portal admin login detected: 172.16.232.151
3470	AUDIT_TRAIL	LCKR_TMPBAN	09/06/2015 10:01:28	1	3 incorrect tries, this locker is banned for 1 minute
3469	AUDIT_TRAIL	LCKR_TMPBAN	09/06/2015 10:01:20	0	3 incorrect tries, this locker is banned for 1 minute
3468	AUDIT_TRAIL	LCKR_TMPBAN	09/06/2015 10:01:13	7	3 incorrect tries, this locker is banned for 1 minute
3467	AUDIT_TRAIL	LCKR_TMPBAN	09/06/2015 10:01:05	6	3 incorrect tries, this locker is banned for 1 minute
3466	AUDIT_TRAIL	LCKR_TMPBAN	09/06/2015 10:00:58	5	3 incorrect tries, this locker is banned for 1 minute
3465	AUDIT_TRAIL	LCKR_TMPBAN	09/06/2015 10:00:51	4	3 incorrect tries, this locker is banned for 1 minute
3464	AUDIT_TRAIL	LCKR_TMPBAN	09/06/2015 10:00:43	3	3 incorrect tries, this locker is banned for 1 minute
3463	AUDIT_TRAIL	LCKR_TMPBAN	09/06/2015 10:00:36	2	3 incorrect tries, this locker is banned for 1 minute
3462	AUDIT_TRAIL	LCKR_TMPBAN	09/06/2015 10:00:33	1	3 incorrect tries, this locker is banned for 1 minute
3461	AUDIT_TRAIL	LCKR_TMPBAN	09/06/2015 10:00:45	8	3 incorrect tries, this locker is banned for 1 minute
3460	AUDIT_TRAIL	LCKR_TMPBAN	09/06/2015 10:00:30	6	3 incorrect tries, this locker is banned for 1 minute

EVENT CODES

Events are organized into classes and codes.

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 shutdown.

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.

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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.

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.

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 set the local timezone.

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

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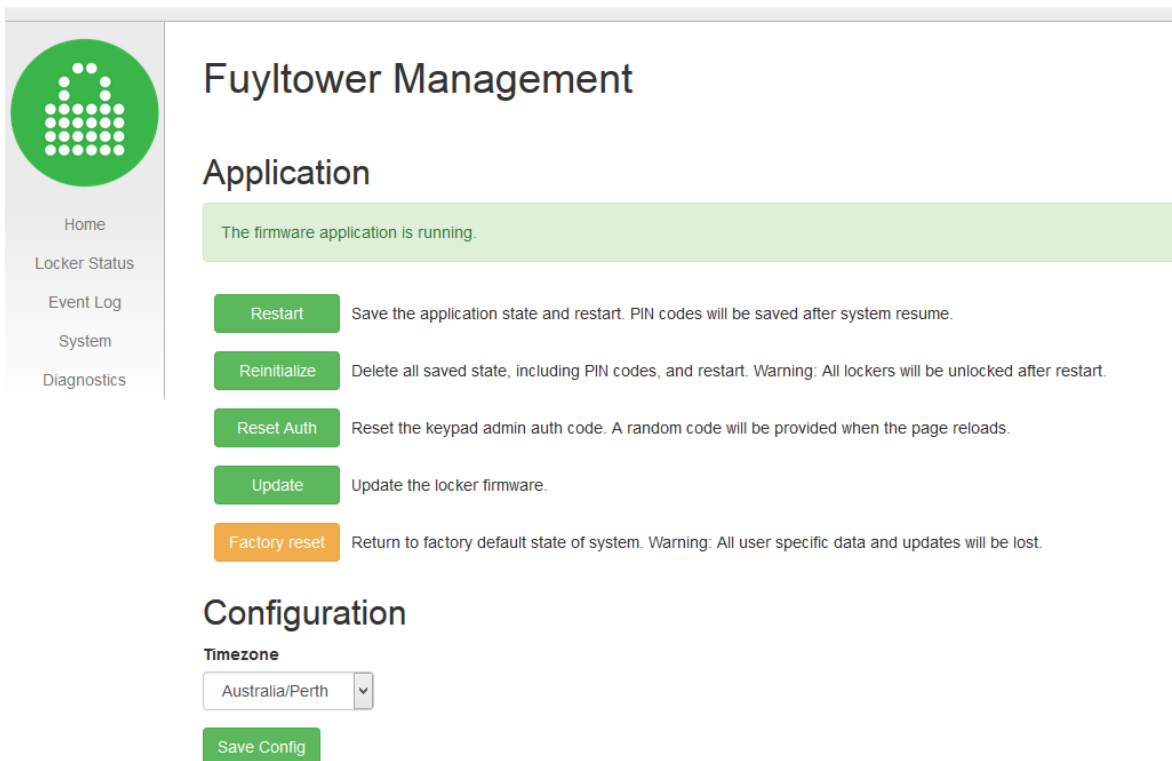
Click the menu icon in the top right corner, and select export to CSV. The browser may ask some questions, and then a file will be downloaded containing all events which are on the screen.

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.

SYSTEM



The screenshot shows the 'Fuyltower Management' application interface. On the left is a sidebar with navigation links: Home, Locker Status, Event Log, System, and Diagnostics. The main content area is titled 'Fuyltower Management' and 'Application'. A green status bar indicates 'The firmware application is running.' Below this are several action buttons: '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.), 'Update' (Update the locker firmware.), and 'Factory reset' (Return to factory default state of system. Warning: All user specific data and updates will be lost.). The 'Configuration' section includes a 'Timezone' dropdown menu set to 'Australia/Perth' and a 'Save Config' button.

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.

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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.

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 config settings and return the unit back to a factory default state. Only attempt this under the direction of PC Locs / LockNCharge.

CONFIGURATION

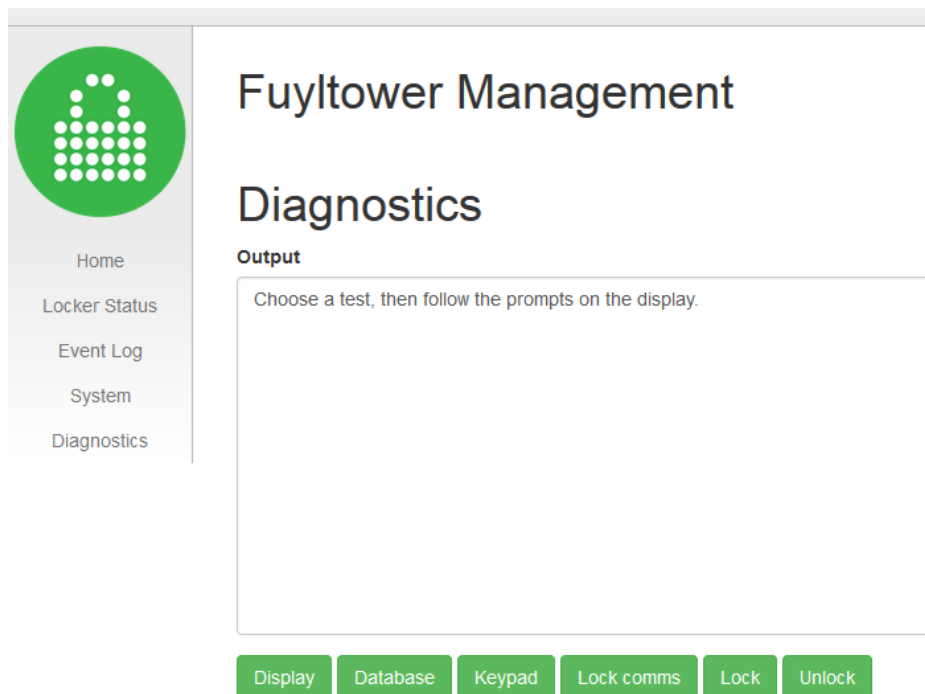
This can be used to set the local timezone. This also updates the time for the FUYLTower to the current time of your computer.

Press "Save Config" when you have chosen the local timezone.

DIAGNOSTICS

Only run diagnostics under the instruction of PC Locs / LockNCharge.

Running diagnostics can reset elements of the FUYLTower state including unlocking lockers and forgetting PIN codes.



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

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.

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



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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.</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://fuyltower.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>Unfortunately, some network conditions don't allow the magic that makes this automatic configuration 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>