Hotel Guest Room Management -Full Service and Luxury Solution

Application Specific Integration Guide





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Introduction

Our Guest Room Management suite of solutions range from simple limited service solutions, to feature-rich, fully integrated solutions.

GUEST ROOM MANAGEMENT VALUE



The Limited Service Standalone Guest Room Management Solution (GRMS) is covered in a separate guide.

This document covers the Integrated Solution and the Full Service and Luxury Solution. It also provides step-by-step integration of our guest room solutions to EcoStruxure[™] Building Management Systems (BMS) including the GRMS dashboard, and 3rd party applications like Property Management System (PMS) and door lock integration.

When adding the Hotel Room Controller (HRC), the Full Service and Luxury Solution provides lighting, curtain, do not disturb (DND), make-up room (MUR), bedside panel and more. Each element of this solution can be selected "a la carte" to meet the needs of the specific hotel.

Guests enjoy a customized, intuitive digital experience along with exceptional comfort and convenience, while hotel operators are able to manage individual rooms, or the entire network of rooms, to drive energy efficiency, monitor alarms and events, and perform proactive maintenance.

PREREQUISITES

* This document assumes EBO is installed and licensed AND the System Integrator is a certified EBO user. Contact your local Schneider Electric representative if this is not the case.

Section 1 - General Architecture

This section provides an overview of the general system architecture for integrating a network of multiple guest rooms using the HRCs and SER/SE8300 Series Room Controllers with a wired or wireless network infrastructure.

MULTIPLE CIRCUIT LIGHTING + OPTIONAL HMI TABLET

The below shows the architecture for the Full Service and Luxury GMRS for the Hotel level, Floor level, and Room level with optional HMI functionality.



HARDWARE REQUIREMENTS

Qty	Part Number	Description
As required	SE8350U5BXX	Low Voltage FCU Room Controller
As required	SE8350U5BXXP	Low Voltage FCU Room Controller with built-in ZigBee
As required	SER8350A5BXX	Line Voltage FCU Room Controller (with relay pack)
As required	SER8350A5BXXP	Line Voltage FCU Room Controller (with relay pack) with built-in ZigBee
As required	SC3504E5045	Relay Pack (with SER8300)
As required	SED-DOR-P-5045	Wireless door switch
As required	SED-WIN-P-5045	Wireless window switch
As required	SED-WDS-P-5045	Wireless window and door switch
As required	SED-WDC-G-5045	Wireless window/door sensor
As required	SED-CMS-P-5045	Wireless ceiling mounted motion sensor
As required	SED-WMS-P-5045	Wireless wall mounted motion sensor
As required	SED-MTH-G-5045	Wireless motion/temperature/humidity sensor
As required	SED-WLS-G-5045	Wireless water leakage sensor
As required	HRCPDG42R	HRC 42 IO, Display
As required	HRCPBG28R	HRC 28 IO, No Display
As required	HRCEP14R	Expansion Module, 14 IO
As required	RSZE1S48M	RS Socket
As required	RSB1A160B7	RS Plug-in Relay, 1 Pole, 16A, 24 Vac, 50/60 Hz
As required	RSB1A160BD	RS Plug-in Relay, 1 Pole, 16A, 24 Vdc
As required	SXWADBUND10001	Advanced Display,10- inch, Bundle Kit: Advanced Display tablet unit & mount
As required	ETA-U90JWE-1	USB Power adapter (optional for Bedside Panel)
As required	ET-UP900	Micro USB to RJ45 adapter (optional for Bedside Panel)
As required	SXWAUTSVR10001	AS Automation Server
As required	SXWTBASW110001	Terminal Base Automation Server
As required	SXWPS24VX10001	Power Supply, 24 Vac/21-30 Vdc
As required	SXWTBPSW110001	Terminal Base Power Supply

SOFTWARE REQUIREMENTS

Software	Version	Comment
EBO Enterprise Server	1.7.1	Download from Schneider Electric Exchange.
EBO Enterprise Server License	1.7.1	SXWSWESXX00001: Provided by Schneider Electric
EBO Work Station	1.7.1	Download from Schneider Electric Exchange.
EBO Work Station Pro License	1.7.1	SXWSWWORK00002: Provided by Schneider Electric
EBO License Administrator	1.7.1	Download from Schneider Electric Exchange.
EBO SER/SE8300 Widget	1.0	Provided by Schneider Electric
MiddleWare Smart Connector	2.0.11	Provided by Schneider Electric
Micros Fidelio	N/A	IFC_SXU 5007-134: Provided by User

The notes and limitations are configured to August 1, 2016.

HVAC

All low voltage applications must be controlled by the SE8300 Room Controller, and all line voltage applications must be controlled by the SER8300 Room Controller and SC3000 Relay Pack. For full service, a TC500 can be used as an alternative to the SER/SE8300 Room Controller.

Lighting

Lighting switches and lights must be wired to the Hotel Room Controller (HRC). Light scenes are enabled with the HRC and EcoStruxure[™] Building Operation (EBO) via BACnet. Only HRC I/Os for HVAC, lights, curtain, scenes and DND/MUR are monitored and controlled through EBO.



The current limitation for the relays in the HRC is 3A/1A, with a maximum in-rush current of 12A. Always ensure these are compatible with the load, especially the in-rush current, which is serveral times larger than the operational current. It is highly recommended to add an extra relay between the on-board relay and the load, such as a 16A relay socket.

Dimming

For dimming, the current HRC only supports 0-10V. However, there may be cases of compatibility issues for certain dimming drivers, and therefore, it is recommended to test the compatibility in advance. In case of compatibility issues, adding a resistor (600Ω , 0.5W) in parallel with the dimming drive may solve the issue.

BMS/PMS

All wired integration for the SER/SE8300 Series Room Controller and HRC to EBO must be wired via BACnet IP according to the following:

- No Automation Server (AS) required for applications with less than 200 rooms
- · Automation Server required for applications with greater than 200 rooms

The Enterprise Server (ES) is required for both scenarios.

Add-ons

Wired Key-card switch can be added if required.

Output Contacts

The current rating for the output contacts of the HRC is strictly valid when driving resistive loads (contactors or relays). The output relays of the HRC are not designed to withstand the high in-rush current generated by capacitive or inductive loads such as LED drivers and other devices using an electronic PCB. Using the HRC with such devices will result in failure of the HRC output contacts and may damage the connected equipment. In case such type of equipment must be used as a Controller, a pilot relay such as the Schneider Electric Zelio RSB series with the proper current rating should be used.

Section 2 - Configure Hotel Room Controller

To add functionality, such as lighting scenes and control, DND/MUR, and curtain control, the HRC must be integrated into the solution. The HRC is connected, via Modbus, to the SE8300 Series Room Controller and is connected to EBO via BACnet IP. Configuration of the HRC is accomplished via a web interface, allowing the User to configure the HRC according to specific requirements.

HOTEL ROOM CONTROLLER WIRING



It is essential to wire the Hotel Room Controller correctly for this application. If a negative voltage is applied to any of the Outputs, the HRC will be damaged and none of the Outputs will operate anymore. Refer to the following best practices before wiring the HRC:

- Read all HRC labels carefully on the 42 I/O model so that **Upper board** connections are not confused with the **Base board** connections.
- Power the HRC before connecting any device to the HRC Inputs or Outputs.

Always use the terminal blocks as shown in the illustration below. Incorrect wiring of the HRC can cause permanent damage to the device.

Inputs



8



ACCESS HOTEL ROOM CONTROLLER

The default IP address of the HRC is 10.0.0.100.

- 1. Using web browser, navigate to IP address of HRC.
- 2. For Username, enter administrator (default).
- 3. For password, enter password (default).
- 4. Click System tab.
- 5. Configure the following:
 - IP address (NOTE: IP address must be unique for each HRC on the network)
 - Subnet mask
 - Default gateway
- Under BACnet settings, set device to unique setting.
 NOTE: this must be a unique number between 1 65,535.
- Name device HRC_xx_yy
 NOTE: xx= floor number and yy=room number
- 8. Click Save. The HRC reboots and comes back online with the new IP address.

Schneider Gelectric	Monitor	Configu	ıre <u>S</u>	system	Help	
Network		I	P Network			
IO Module		IP adress: Subnet mask:	10.50.111.190 255.255.0.0			
DateTime		Default gateway:	10.0.0.1			
User Account		BAC	Net Setting	_		
Reboot		Device ID Device Name	1 HRC_01_01			
Factory Default						
System Info			Save			

- 9. On SER/SE8300 Series Room Controller, navigate to Modbus screen 1/1 and enter the following:
 - COM address: 80
 - Network units: Imperial
 - Baud rate: 9600
 - Parity: Odd

1/1 Modbus N	etwork
Com address	80
Network units	Imperial
Baud rate	9600
Parity	Odd

10. Using the new IP address, log back into HRC and use the various configuration screens to configure device according to necessary requirements.

NOTE: the following pages can be used as reference pages when configuring the Hotel Room.

MONITOR PAGE

The Monitor Page shows the User the actual state of any inputs, outputs and scenes, as well as the SER/SE8300 Series Room Controller status. Verify Room Controller (thermostat) is online.



CONFIGURATION PAGE

The Device tab lets the User define and associate physical devices (lights, curtain) to the HRC configuration table. Additionally, this page is used to set the room numbers as shown below.

Schneider Gelectric	М	onitor	c	onfigur	e		Syste	em I	lelp			
Device					F	Roor	n 801					
0		Save	🛃 Imp	port		Exp	ort					
Scene												
Input				L	ight							
HVAC	NO		Nan	ne				Output				
Kasaantilaan	1	[corridor eme	rgency C1]		D01		•			
Keycard-less	- 2		bathroom mir	ror light C5]		D02		•			
Others	4		bathroom L	EDs C7	1		DO6		•			
	5		Hallway	y C18			DO7		•			
	6	[KT	[DO8		•			
	7	[bedroom s	pot C13			DO9		•			
	8	[bedroom windo	ws LEDs C1	5		DO10		•			
	9	[Night light	C6 C16			D011		•			
	10		bedroom fan a	and spot C4			Ext4-DO1		•			
	11		Packag	je C3			Ext4-DO2		•			
	12		TV backgro	ound C17			Ext4-DO3		•			
	13								-			
	14]							
	16]							
							Dimme	er				
	NO	N	lame	Outpu	it	Powe (er Off Relay <i>option)</i>	Min Voltage(0-10v)	м	ax Voltage(0-10v)	Dimm	ing Cycel(s)
	1	bedroor	m spot C8	A01	۲		•	3		10		7
	2	bedroor	m lamp C9	AO2	•		•	3		10		7
	3	left rea	ading C11	AO3	•	-	•	3		10		7
	4				-	-						
	6					-						
	7					-						
	8				v		•					
						0	urtoin					
	NO		Name			Run T	ime (e)	Output (Oper		Output (Clo	60	
	1		19 bedroom				10	DO3	., •	DO4	, •	
	2						10		•		•	
	3				· · · · ·		10		Ŧ		•	
	4						0		Ŧ		•	
	5						0		٣		•	
	6						0		•		•	
	7						0		۲		۲	
	8						0]	۲		•	
		DI	ND MUR									
	Name	Output	Light Le	evel (0-10V)								
	DND	AO4 🔻		10								
	MUR	A05 •		10								
		BE	LL									
	Name	•	Output									
	BELL	D012										

SCENE

The Scene tab allows you to configure up to 8 scenes. Each scene lets you define a device behaviour, such as 40% dimming when the guest first enters the room.

Schneider	Monitor	Configure		System	-lein
G Electric	Monitor	Configure		oystem	
			Room	801	
Device			KUUIII	001	
Device		Import	Evport		
Scene		mport	- Export		
Input	Mast	er On		Ma	ster Off
	Device	Value		Device	Value
HVAC	corridor emergency C1 •	On	•	corridor emergency C1	Off •
Kevcard-less	corridor spot C2	On	۲	corridor spot C2	Off •
	Package C3 •	On	•	Package C3	Off •
Others	bedroom spot C8		0100	bedroom spot C8	0 0
	bedroom lamp C9 •		0100	bedroom lamp C9	
	left reading C11		0100	left reading C11	
			0100	right reading C12	
	•				
	•				
	•				
	•				
	•				-
	T				
	· · · · · · · · · · · · · · · · · · ·				-
	•				•
	•				•
	•				•
	Weld	come		Welco	ome Night
	Device	Value		Device	Value
	corridor emergency C1	On	•		
	corridor spot C2	On	•		,
	Package C3 •	On	•		•
	bedroom fan and spot C4 ·	On	•		•
	TV background C17	On	•		•
	bathroom mirror light C5	On	۲		
	bathroom LEDs C7 •	On	۲		
	bedroom spot C8 •		0100		
	bedroom lamp C9 •		0100	•	
	Table lamp C10 •		0100	•	
	left reading C11	O	35		
	right reading C12		0100		
	bedroom spot C13	On	•	•	·
	bedroom light C14	0	40		
	bedroom windows LEDs C1 •	On	•		
	Night light C6 C16	Off	•		
	Hallway C18 •	On	•		
	· · ·				
	-				
	Т	V			SPA
	Device	Value		Device	Value
	corridor emergency C1 •	Off	•	corridor emergency C1	Off
	corridor spot C2	Off	•	corridor spot C2	On 🔹
	Package C3	Off	•	Package C3	Off
	bedroom fan and spot C4 •	Off	•	bedroom fan and spot C4	On 🔻
	IV background C17	Off	•	TV background C17	Off
	bathroom mirror light C5	Off	•	bathroom mirror light C5	v On v
	bathroom LEDs C7	Off	•	bathroom LEDs C7	On •
	bedroom spot C8	0	0	bearoom spot C8	20
	Dedroom lamp C9	0	0	Dedroom lamp C9	20
	lable lamp C10	0	0	Lable lamp C10	20
	right reading C12	0	0	right reading C12	20
	bedroom spot C13	Off	•	hedroom spot C13	Off
	bedroom light C14		50	bedroom light C14	40

INPUT

The Input tab lets the User define the behavior of the different inputs such as toggle a light, dimming, curtain control, toggle scene, and setpoint.

Schneider GElectric	I	Monitor	Co	nfigur	re Sj	ystem	Help	
Device		Save	mpoi	rt	Room	1		
					Input Map	oing		
Input	No.	Function			Physical Input	-		Target
HVAC	1	Dimming (2 Gang)	Ŧ	+	DI5	•	Dimmer	•
Keycard-less				-	DI6	•		
Others	2	loggle Light	•	DI2		•	Living 1	•
Others	3	Toggle Light	•	DI3		•	Living 2	•
	4	Toggle Light	-	DI4		· ·	Bedroom1	
	5	loggie Light	•	DIT		•	Main	•
	6	Night Light	۲	DI7		•	Light	Off delay(s[0-255]) 120
	7	Toggle Light with On/Off bu	t v	DI9		•	Living 1	T
	8	Toggle Scene with On/Off b	oi ▼	DI8		•	scene 1 Masterscene 2 Master	er On ▼ er Off ▼
	9		•					
	10		•					
	11		•					
	12		•					
	13		T					
	14		•					
	15		•					
	16		•					
	17		•					
	18		•					
	19		•					
	20		T					

KEYCARD-LESS

The Keycard-less tab lets the User define the behaviour of the HRC based on occupancy status of the SER/SE8300 Series Room Controller. It also allows for the use of various scenes such as Welcome, Welcome-day and Welcome-night.

Schneider Gelectric	Monitor	Configure	System	Help
			Room 1	
Device				
Scene	Save	Jmport	Export	
Input	C Enable Keycard	-less function		
HVAC	Door status :	Door st	atus from Kaba ▼	
Keycard-less	Delay when room	s : Occupa n goes to UnOccupied	ncy from SE8000 • d mode 0.05 min	
Others	🗸 Enable Rest	ore mode		
	use Day Wel	come and Night Wel	come instead of Welcome	2
	Scene	Start Time		
	Welcome Day 08	:00 AM		
	Welcome Night 06	:00 PM		
	Staff Scene Mas	ter On ▼		

I/O EXTENSION

Wiring

The I/O Extension is connected to the HRC over CANbus. Make sure to configure the dip switches as shown below. The HRC and I/O Extension must be rebooted (power cycled) after configuring the dip switches.

Ensure the I/O Extension displays "Online" in the HRC configuration webpage.



Section 3 - Integration to EBO

The HRC communicates to EBO using BACnet IP. All points must be discovered in EBO before they can be bound to the various widgets in the GRMS.

BACNET NETWORK DEVICE DISCOVERY

1. Start Building Operation Work Station session.

Server 1 - 10.175.249.19 - Building Operat	ion WorkStation (1.7.0.250)
File Edit View Actions Window	Tools Help
🔁 🖻 • 🛸 🖶 • 🖻 🔡 👗 🛙	D III ¥ ♥ & ♥ @
G • ⊖ • Server 1 ►	
System Tree 🔹 🖣 🗙	Server 1 ×
	List View Device Discovery Date & Time Communication Properties
Server 1	
	Name Description
	System
	Carl Servers
	BACnet Interface
	Commissionning
	Dashboard HRC
	Dashboard SE8000
	V FIAS Connection
	Kaba
	Reports
	9 (9) items
🔒 🥥 Connected to: Server 1 User a	ccount: admin Domain: Local

EBO Configuration

- 1. Create new BACnet interface.
- 2. Configure polling interval to 5000 milliseconds.
- 3. Right click in enterprise server and do a cold start.



- 4. On System Tree, click Automation Server.
- 5. On right pane, click **Device Discovery** tab.
- In drop-down menu, select BACnet devices.
 Note: this launches discovery of BACnet devices accessible from this automation server.
 Note: when devices list appears, make sure HRC to be integrated shows.
- Click HRC to integrate and drag it to left pane in IP Network under BACnet Interface. Note: a message shows that reads "Upload is required to host objects in device".
 Click OK.
- Note: the HRC is now part of the IP network of the BACnet interface of the Automation Server. This shows in the left pane.
- 9. Right click on HRC and select **Device** > **Upload all Objects**.

- 10. Upload Objects for all devices.
- 11. Right-click on device and navigate to **Note1** field.
- 12. In Note1 field, enter room number.
- NOTE: this room number will be displayed on the dashboard for each room.
- 13. Click **OK**.

HRC_01_01	? ×
Basic Advance	ced References
General Informatio	on 🔺
Name	HRC_01_01
Description	
Туре	BACnet device
Modified	03/06/2016 🔽 9:24:10 AM ≑
Note 1	101
Note 2	
Validation	None
Status Information	n 🔺
System status	Operational 👻
Database revisior	n 0
Status	Online 🔻
Device changed	False 💌
Local time	04/06/2015 S:18:48 PM
	OK Close

Section 4 - PMS Integration

MICROS FIDELIO INTERFACE

Through Integration with Micros FIAS-based PMS, Schneider Electric has integrated the most widely used PMS in the industry employing Micros Fidelio and Micros Opera. Micros, a subsidiary of Oracle, is the developer of the Opera PMS and Fidelio PMS software suites. Both suites offer the Fidelio Interface Application Specification (FIAS) which allows integration to third-party systems.

EBO integrates with a FIAS PMS solution and extracts specific critical information from the PMS, and uses it to help manage the occupancy status of the guest rooms. Full integration is done using EBO SmartConnector. Also, processors have been configured to operate with the SmartConnector Service build 2.0.11. Use with any other version of the SmartConnector Service will cause errors.

Pre-Requisites

The following must be completed before starting this procedure:

- Smart Connector is installed.
- Before running any of the Processors, make sure MSMQ is enabled on the workstation as it is required for collecting messages from the FIAS PMS.

Enable MSMQ

- 1. Navigate to Control Panel and click **Program and Features**.
- 2. On left side, click Turn Windows features ON or OFF (on the left hand side).
- 3. In pop-up window, search for **Microsoft Message Queue** (MSMQ) Server and expand.
- 4. Expand MSMQ Server Core and check the following boxes if they are not already checked:
 - MSMQ Active Directory Domain Services Integration.
 - MSMQ HTTP Support.



Select ISCUK.MicrosFIAS.

3.

2. Scroll over Configurations tab and select Add New+.

MICROS FIAS CONFIGURATION

The Smart Connector configuration tool is packaged in a Windows Installer file. To deploy the custom processor copy the file "ISCUK.MicrosFIAS.dll" into the service installation directory. The directory is normally "C:\ProgramFiles(x86)\Schneider Electric\ SmartConnector"

NOTE: For this example, the configuration page is accessed locally and uses default port 8082.

1. Open Browser and enter http://localhost:8082 in address bar to access SmartConnector Management portal.

2.54	Status Configurations Evvo St	ervers Setup - About	Logged in as admin 🗸
Statu	IS		
Defreeb C			
Refresh			
Threads	Processor Requests EWS Server F	Requests	
#	Status	Configuration	
1	Waiting For Work		
2	Waiting For Work		
3	Waiting For Work		
	Waiting For Work		
4			
4	Waiting For Work		
4 5	Waiting For Work 5 ite	ems present	
4 5	Waiting For Work 5 itu	erns present	

4. Complete all fields with necessary information.

SmartConnector × +										X
localhost:8082/AddConfiguration		Q , Search		☆自		+	俞		ø	=
Most Visited [] Getting Started										
Status Configurations.	EWS Servers	Setup ▼	About		Logge	ed in as	admin -			
Add Configuration	ו									
Back Next Cancel										
Step 1 - Pick an assembly	1									
ISCUK.MicrosFIAS						2 C	andidat	es		
Mongoose.Process						3 ca	andidat	95		
Assembly Description										
Assembly Company									J	
Schneider Electric										
Assembly Copyright										
Copyright © Schneider-Electric 2015										
Assembly Version										
2.3.0.0										
Schneider										
Copyright © Schneider Electric 2013-2015										

5. Click Next to proceed to Step 2 and ensure class ISCUK.MicrosFIAS.FiasProcessor is selected.

ISCUK.MicrosFIAS.FiasProcessor

- 6. Click **Next** to proceed to Step 3 (refer to below screen).
- 7. Enter meaningful name and description for Processor.
- 8. Click **Finish** and proceed to Configuration screen.

localhost:8082/AddConfiguration#		🗧 🔍 Search		☆ 自		+		-
isited 🗍 Getting Started								
Status Config	urations EWS Ser	vers Setup -	About		Logg	jed in a	s admin [.]	-
Add Configura	tion							
0								
Back Finish Cancel								
Step 3 - Name Config	uration							
Name	,							
Name FIAS Connection to receive data	,							
Name FIAS Connection to receive data Description								
Name FIAS Connection to receive data Description Establish connection with the Serve	r to collect data							
Name FIAS Connection to receive data Description Establish connection with the Serve	r to collect data							
Name FIAS Connection to receive data Description Establish connection with the Serve Assembly File	r to collect data							
Name FIAS Connection to receive data Description Establish connection with the Serve Assembly File C:\Program Files (x86)\Schneider E	r to collect data	NSCUK.MicrosFIAS	5. dll					a
Name FIAS Connection to receive data Description Establish connection with the Serve Assembly File C:\Program Files (x86)\Schneider E Class Name	r to collect data	NSCUK.MicrosFIAS	5.dll					
Name FIAS Connection to receive data Description Establish connection with the Serve Assembly File C:\Program Files (x86)\Schneider E Class Name ISCUK.MicrosFIAS.FiasProcessor	r to collect data	NSCUK.MicrosFIAS	s. dll					
Name FIAS Connection to receive data Description Establish connection with the Serve Assembly File C:\Program Files (x86)\Schneider E Class Name ISCUK.MicrosFIAS.FiasProcessor	r to collect data	NSCUK.MicrosFIAS	5.dll					
Name FIAS Connection to receive data Description Establish connection with the Server Assembly File C:\Program Files (x86)\Schneider E Class Name ISCUK.MicrosFIAS.FiasProcessor	r to collect data	NSCUK.MicrosFIAS	5. dll					
Name FIAS Connection to receive data Description Establish connection with the Serve Assembly File C:\Program Files (x86)\Schneider E Class Name ISCUK.MicrosFIAS.FiasProcessor	r to collect data	NSCUK.MicrosFIAS	i.dll					
Name FIAS Connection to receive data Description Establish connection with the Serve Assembly File C:\Program Files (x86)\Schneider E Class Name ISCUK.MicrosFIAS.FiasProcessor Schneider	r to collect data	NSCUK.MicrosFIAS	5. dll					, ,
Name FIAS Connection to receive data Description Establish connection with the Serve Assembly File C:\Program Files (x86)\Schneider E Class Name ISCUK.MicrosFIAS.FiasProcessor Schereider Electric 2013 2015	r to collect data	NSCUK.MicrosFIAS	5.dll					

- 9. In Configuration window select **Details Tab**.
- 10. Set **IP Address** and **Port Number**.
- **NOTE:** set these properties to Server's IP Address and Port Number respectively to establish connection to FIAS server. 11. Set **Heartbeat** and **Read Write Time Out**.
 - NOTE: set these properties to a non decimal number.
- 12. Click Save.

Expand All Collapse All Details Image: Port Number * 5040 Image: Heartbeat Mins * Image: Image: Port Number * Image: Image: Port Number * Image: Image: Port Number * Image: Image: Port Number * Image: Image: Port Number * Image: Image: Port Number * Image: Image: Port Number * Image: Image: Port Number * Image: Image: Port Number * Image: Image: Port Number * Image: Image: Port Number * Image: Image: Port Number * Image: Image: Port Number * Image: Image: Port Number * Image: Image: Port Number * Image: Image: Port Number * Image: Image: Port Number * Image: Image: Image: Port Number * Image: Image: Port Number * Image: Image: Image: Image: Port Number *	History Schedule	Details Co	Processor
Details I Paddress * Port Number * 5040 Heartbeat Mins * 1 Read Write Time Out *		d All Collapse All	Expand
I Paddress * I Paddress * Port Number * 5040 Heartbeat Mins * 1 Read Write Time Out *		Details	(
Port Number * 5040 6 Heartbeat Mins * 1 1 6 Read Write Time Out * 6	\$\$ *	🖉 I Par	
Port Number * 5040 Heartbeat Mins * 1 Read Write Time Out *	C		
Port Number * 5040 Heartbeat Mins * 1 Read Write Time Out *			
5040 C Heartbeat Mins * 1 C Read Write Time Out *	ıber *	Port	
Heartbeat Mins * 1 Read Write Time Out *	C	5040	
1 C	at Mins *	🖉 Hea	
Read Write Time Out *	Ø	1	
	ite Time Out *	🖉 Rea	
2000	Ø	2000	

13. Navigate to Control tab. 14. Set Runs on Start to YES.

Status Configurations EWS Servers Setup - About	Logged in as admin +
Configuration	
Edit All 🗹 Stop 🔲 Validate 🤨	
Name	Is Active
FIAS Processor	Yes - 🖸
Description	
Establish connection with FIAS PMS server to collect data	Ŭ
Processor Details Control History Schedule	
Runs On Start	Manually Startable
Yes 👻 🗹	Yes 👻 🗹
Runs On Schedule	Manually Stoppable
No - C	Yes - 🖸



- 15. Repeat Steps 2 16 for second processor.
- **NOTE**: ensure class ISCUK.MicrosFIAS.FiasManager is selected.
- 16. Click **Finish** and proceed to Configuration screen.
- 17. Enter necessary information in required fields.

ISCUK.MicrosFIAS.FIASManager

18. Scroll over Configurations and select Details.

SmartConnector × +	X
🗲 🕑 localhost:8082/AddConfiguration# 🗸 C 🔍 Search 🏠 🖻 💟 🖡 🌴 🧔 🧐	=
Most Visited 🗍 Getting Started	
Status Configurations EWS Servers Setup - About Logged in as admin -	
Add Configuration	
Back Finish Cancel	
Step 5 - Name Configuration	
Name	
EWS Connection to process data	
Description	
Establish connection with EWS to process and create values	
Assembly File	
C:\Program Files (x86)\Schneider Electric\SmartConnector\ISCUK.MicrosFIAS.dll	
Class Name	
ISCUK.MicrosFIAS.FIASManager	
Schneider Electric Convint © Schneider Electic 2013-2015	
Cepyingin C. Connoladi. Excello 2010-2010	

19. Set User Name.

NOTE: this property is required to allow the EWS server connection to be authenticated. It is reccommended to use a specifically generated User credential in the EcoStruxure Building Operation system for this interface.

20. Set Password.

NOTE: related to User credentials.

21. Sent End Point Address.

NOTE: set property to the full address required to access EWS interface. This is normally the case of a EcoStruxure ES or AS device as http://[SERVERNAME]:[PORT(57625)DEFAULT]/DataExchangeFias. Note the address is case sensitive.

22. Click Save.

Details		
-6	Ø User Name *	
	admin	ß
6	Password *	
	~ Encrypted ~	G

- 23. Navigate to top Setup tab and click Schedule.
- 24. Create Schedule for Manager to run at 10 seconds intervals.

S	Status	Configurations	EWS Servers	Setup 🗸	About		Logged in as admin v
Sched	ule						
Edit All 🕑							
Description*						Start Date	
FIAS Schedule	Ð				Ø	1/25/2016 6:00 AM	C
Туре						Interval Gap	
Time interval					- C	10	G
Interval Gap Uni	it						
Seconds					* ©		



- 25. Navigate to **Setup** tab and select **Licenses**.
- 26. Click Add and import License file.

NOTE: License shows as a new entry. Once added to SmartConnector, license files are not longer needed. However, they should be stored in a safe place for backup purposes.

3 SmartConnector	× +										×
Calhost:8082/Licer	nses			Q Seal	rch	1		+	⋒	ø	≡
Most Visited Getting S	Started										
×	Status Configuratio	ons EWS Servers	Setup v Abou	1			Logged	in as ad	min -		
Licen	ses										
Refresh ${\cal G}$	Add 🕇								1		
	Assembly Name	Features	Licensed To		Expiration Date						
No data is ava	ilable.										
			0 items present								
Schur Copyright © Sade	eider Electric neider Electric 2013-2015										

- 27. Navigate to FIAS Manager configuration.
- 28. Navigate to **Schedule** tab.
- 29. Select FIAS Schedule.

Status Configurations EWS Servers	s Setup≁ About		Logged in as admin+
Configuration			
Edit All 🗭 Stop 🔳 Validate 🧭 🖀			
Name		Is Active	
FIAS Manager	G	Yes	- C
Description			
Process the data collected by FIAS Processor			C
Processor Details Control History Sche	adule		
Schedule			
FIAS Schedule	- C		



- 30. Navigate to Control tab.
- 31. Configure FIAS Manager to Runs on Start and Runs on Schedule.

Status Configurations EWS Servers Setup-	About	Logged in as admin+
Configuration		
Edit All 🗭 🛛 Start 🕨 Validate 🕑 🦀		
Name	Is Active	
FIAS Manager	🗹 Yes	- 0
Description		
Process the data collected by FIAS Processor		G
Processor Details Control History Schedule		
Runs On Start	Manually Startable	
Yes	* 🗹 Yes	- 6
Runs On Schedule	Manually Stoppable	
Yes	- 🖸 Yes	- 07



- 32. In the Enterprise Server, select EcoStruxure Web Service to create a new interface.
- 33. Enter logical name and click **Create**.

Create Object: EcoStruxure Web Se	vice		? ×
Choosing the Type and Nam	Name Location Description	Micros /Server 1	
		Previous Next	Create Cancel

- 34. In Server 1 tree, right-click EcoStruxure Web Service and navigate to Properties.
- 35. Set Service URL using the End Point Address from step 19.
- 36. Configure Username and Password from steps 17-18 and click **OK**.

Micros		? x
Basic References		
Note 2		^
Validation	None	
Status Information		^
Status	nline 👻	
Last updated 31	/12/1969 7:00:00 PM 🚔	戀
Authentication		^
User name	admin	
Password	•••••	675
Confirm password	••••••	(C)
Service Configuration		^
Service URL	http://localhost:57628/DataExchangeFias	
Enable Communicatio	n Enabled 🔹	
Server EWS Version	?	
Value Polling		^
Value Polling	Enabled 🔹	
Value Poll Interval (s)	60	
Alarm Polling		-
Alarm Polling	Enabled 🔹	
Alarm Poll Interval (s)	60	
Filter Priority From	0	
Filter Priority To	1,000	-
	ОК	Close

- 37. Browse to Server 1/System/Hardware/EcoStruxure Web Services.
- 38. Ensure Micros Fias Server shows in tree.
- 39. Right-click Micros Fias Server and select Host EWS Objects.

Server 1 - 10.175.249.19 - Building Operation WorkStation (1.7.0.250)								
File Edit View Actions Window Tools	File Edit View Actions Window Tools Help							
🚰 🚍 🔹 📚 🖶 🔺 📂 🔚 👗 🗅 🍋 🞇 🖤 🌮 🆃 🦃								
G ▼ O ▼ Server 1 ► System ► Hardware ► EcoStruxure Web Services ► Micros ► Micros Fias Server ►								
System Tree 🔹 🖣 🗙	Micros Fias Server ×							
	List View Properties							
⊿ ĴaC Server 1	E 🙀 🧮 🖓 Quick filter							
∡ System								
Alarm Control Panel	Name Description							
Backup and Restore	Room 1 Folder for Room 1							
Binding Templates	Room 2 Folder for Room 2							
Connect Settings	Room 3 Folder for Room 3							
Domains	B Doom 4. Esider for Doom 4							
EcoStruxure Web Services								
▲ Hardware	Room 5 Folder for Room 5							
BACnet devices	Room 6 Folder for Room 6							
EcoStruxure Web Services	Room 7 Folder for Room 7							
Micros	Room 8 Folder for Room 8							
Micros Fias Server								
Room 1 Conapse								
Den 🔂 🖓 Den	Ctrl+O							
Den in r	new window Ctrl+Shift+O							
Room 4 View	•							
Room 5	5 Objects							
Room 6 Host Ews								

- 40. Select correct EcoStruxure Web Service.
- 41. Verify complete Guest Room list from Micros Fias database is displayed.
- 42. Browse to each room and import Micros PMS script.xml.
- 43. Navigate to each HRC device in BACnet IP network.
- 44. Navigate to Occupancy Command Object and Edit Bindings.
- 45. In right side window, navigate to Micros PMS script associated for necessary Guest Room.
- 46. Drag-and-drop OccCmd to Occupancy Command/Priority16 Binding point and click Save.

Application × Bindings: Occupancy Command ×					-
🗱 💎 - 🗔 Quick filter					🖬 🖆 🔻 -
Binding template	Description				🔂 Room 1 👻
Default name matching	Match according to name strings		Drop here to apply		RoomDD
Floor Runtime	Drag RC Network		Drop here to apply		▷
Floor Runtime_HRC	Drag RC Network		Drop here to apply		b G RoomOCC
Floor Summary	Drag RC Network		Drop here to apply	ור	▲ Script
Floor Summary_HRC	Drag RC Network		Drop here to apply	٦H	ApplyInitialValue
Pinding point	- Llait	Pinding			Complete
Priority 7	onic	binding	Drop or type here to bind		Enabled
Priority 8			Drop or type here to bind		☑ Error
			Ours astron have to blad		ExecutionPrecedence
Priority 9			Drop of type nere to bind		GuessLanguage
Priority 10			Drop or type here to bind		S Language
Priority 11			Drop or type here to bind		Second Second
Priority 12			Drop or type here to bind		Scan
			Deer enters have to blad		✓ Status
Priority 13			Drop or type nere to bind		🖉 то
Priority 14			Drop or type here to bind		Ø TH Ø TM
Priority 15			Drop or type here to bind		✓ Im
Priority 16		=	s Server/Room 1/Script/OccCmd		⊘ TS
				- 1	VALIDATION

47. Navigate to **Display Language** Object and repeat step 37 using **Language** Object from Micros PMS script.48. Repeat steps 31 - 38 for each HRC device on BACnet IP network.

Section 6 - Door Lock Integration

DOOR LOCK

Integration with Door Lock provides the following:

- Triggers welcome scene when the door is opened by the guest for the first time.
- Triggers restore scene when the door is opened by guest for the second time, and subsequent times.
- Triggers "Maid Service" scene when room is accessed by cleaning staff.
- Sets DND to ON when door is dead-bolted.
- Reports door lock online status and triggers alarm in EBO when door lock is offline.
- Reports door lock status at any time.
- Reports door battery status and triggers alarm in EBO when door lock battery is low.

ARCHITECTURE

The solution is based on the Smart Connector framework. By installing a Door Lock extension in Smart connector, it enables communication between the Door Lock server and EBO.

Since the solution is performed on the server side, it is not applicable if the Door Lock is not online nor connected to the central management system. All paths involved in the event communication are based on the Change of Value (COV).



IMPORT TO EBO

This procedure shows how to install, configure and integrate the Door Lock.

Configure Smart Connector and Door Lock Extension

- 1. Log on the web page for smart connector.
- NOTE: this example uses URL: http://localhost:8082/

2013-2015

- 2. Enter **Username** (default admin).
- 3. Enter **Password** (default Admin!23).
- 4. Copy door lock library into install folder of SmartConnector.
- if windows is 32 bit, use folder C:\Program Files\Schneider Electric\SmartConnector.
- if windows is 64 bit, use folder C:\Program Files (x86)\Schneider Electric\SmartConnector.

Sta	atus Configurations EWS S	ervers Setup - About	Logged in as admin -
Configur	ations		
Genigen			
Refresh C Add N	ew+	Description	
©câ▶	Booking Simulator		
øe ≘ ■	FIAS Process to receive data		
66 € ▶	FIAS to process data		
66 € ■	Karba Door Lock Server Connector	Use to bridge Karba door lock server with StruxureWare Building Operation to get all the door lock events interested	
		4 items present	

artConnector ×				_					1000000	-	peng -
C 🔒 localhost:8082/AddConfigu	uration ad 📋 others	C Routine	Development	🗀 Building	🗀 life	News	Imported	C tool	😭 english-learning	Apple	K 💦 🔊
Status Configurations	EWS Servers	Setup -	About							Logged in	ı as admin -
Add Configuration											
Back Next Cancel											
Step 1 - Pick an assembly											
DoorLockConnector											1 candidates
ISCUK.FiasBookingPage											1 candidates
ISCUK.MicrosFIAS											2 candidates
Mongoose.Process											3 candidates
Assembly Description											
Assembly Company											
Microsoft											
Assembly Copyright											
Copyright © Microsoft 2015											
Assembly Version											
1.0.0.0											



A D localbest: 8082/Configuration2id=35			HE- 1958	-	-		000
					5		K 🖪 🧶
schneider 🗀 Schneider Favorites 🦳 To read 🦳 others 🦳 Routine 🛄 Develo	pment 📋 Bu	ilding 🗀 life 🗀 N	lews 📋 Imported	🗀 tool 📋	english-learning	Apple	🗋 todo 📋 t
Status Configurations EWS Servers Setup - About						Logged in a	s admin -
Configuration Save and Start the process							
Edit All C Save ± Cancel f							
Name		Is Active					
Karba Door Lock Server Connector	G	Yes					* G
Description							
Use to bridge Karba door lock server with StruxureWare Building Operation to get all the	door lock even	ts interested					G
							1.
Processor Details Control History Schedule							
Runs On Start		Manually Startable					
Runs On Start Yes	-	Manually Startable Yes					* ©
Runs On Start Yes Runs On Schedule	•	Manually Startable Yes Manually Stoppable					- C



Generate Door Lock Model and Import to EBO

- 1. Open Door Lock Toolkit.
- 2. Enter door lock name according to Kaba server and generate door lock model.
- NOTE: Door Lock names are obtained from Kaba Lens Server.
- 3. Click Generate.

E Kaba Door Lock Toolkit Door Lock Model Kaba LE	NS Simul	ator		
	De	oor Lock I	fodel Builde	r
		Start	End	
	•	301	325	
		401	425	
		501	525	
	*			
		Ge	nerate	

4. Follow next set of screens.



Saflerk.		Hotel LENS Building View
Configuration	Operations <u>M</u> onitoring	<u>L</u> ogout <u>A</u> bout
	This page will display all doors, which are associ pane to view the doors. The door status will chan LENS	ated by floor. Highlight the floor on the left ge as events are received by Messenger
🕀 🔂 Hotel Test	Search Room Filtered	by:
🕑 🞑 Unknown Building	< Room Name > 🕅 Lock Al	erts V
	Lock Door Low Ajar Battery Privacy Last In U	Inlatched Last Status Update 🄑
	101 Ajar	11/04/2016 04:13 AM
	102 Ajar	11/04/2016 04:13 AM
	103	
	104	
	105	
	106	
	107 Lock name	
	108	
	109	
	110	
	111	
	112	
	113	

Import Door Lock File to EBO

This procedure shows how to import the necessary file into EBO.

- 1. Ensure Kaba folder is under Server 1.
- 2. Import DoorLockModel.xml file into EBO.



3. Bind LastEvent and LastEventTimeStamp to HRC variables Door Event and DoorEventTimeStamp.





Configure HRC for Door Event

This procedure shows how to configure the HRC to acknowledge the door status from a Kaba door event.

1. In Door status, set to **Door status from Kaba.**

Schneider GElectric	Monitor	Configure	System	Help
Device	Save	🛃 Import 🛛 🛃 E	Export	
Scene	C Enable Keycard-	less function		
Input	Door status Door s	tatus from Kaba 🔹 🔻		
Keycard-less	Delay when room	goes to UnOccupied mod	e 0.25 min	
Others	🖉 use Day Welc	ome and Night Welcome i	nstead of Welcome	
	Scene St	tart Time		
	Welcome Day 08 :	00 AM		
	Welcome Night 06 :	00 PM		
	Staff Scene Other	2 *		

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Test Configuration with Kaba LENS Simulator

This procedure shows how to configure the HRC to acknowledge the door status from a Kaba door event.

- 1. Click **Send** Deadbolt message to ensure event Object in EBO is updated.
- 2. Ensure DND status in HRC is updated.

🖳 Kaba Door	Lock Toolkit	3.4.						
Door Lock Mo	del Kaba LENS Simulator							
Serv	vice URL : http://localhos	st:8086/						
Ever	nt List : Deer Leek Neme	Errort Trmo						
1	301	Deadbolt	•					
			•					
٩ (III	•					
Send								

Configure Kaba LENS Server

This procedure shows how to test the Kaba LENS server configuration.



- 1. Click Admin Main Page icon to launch Kaba LENS application.
- 2. Create group permissions according to the following set of screen shots.









Satie K.		View Grou	Hotel LENS p Permissions	
<u>C</u> onfiguration	Operations	<u>M</u> onitoring	<u>L</u> ogout	<u>A</u> bout
	This wizard help	s you to group events, locks, us	ers and delivery meth	od together.
Welcome to the Group Pern	nission Wizard			
Follow the steps 1 to 7 to cre	ate a new Group Permi	ssion.		
1. Enter Group Permission 2. Select Events 2. Select Locks		Create Group Permission	Wizard	
4. Select Notification Methods	Group Permission Name	is a unique name for identification	m.	
5. Select Operation Policies 6. Assign Users	Group Permission Name:	Schneider_GRM_Integration		
<u>7. Confirm</u>				
	Group Permission activa	tion date is the 1st valid day for	doing a subscription.	
	Group Permission activation date:	4/11/2016	~	
	Cuberiation Duration in	- unlider and for an elementation		
	Subscription Duration is	a valid period for each subscripti	on.	
	Subscription Duration:	5 Years	\rightarrow	
			Cancel	Next





<u>C</u> onfiguration	<u>Operations</u>	<u>M</u> onitoring	<u>L</u> ogout	<u>A</u> bout
	This wizard	helps you to group events, lock	s, users and delivery n	nethod together.
Welcome to the Group Per	mission Wizard			
Follow the stops 1 to 7 to c	reate a new Group B	rmission		
1 Enter Group Permission	eate a new Group Po	Step 2 of	7	
2. Select Events		560 2 01		
3. Select Locks				
 Select Notification Methods Select Operation Policies 	Select events to be inc Permission will have the	luded in this Group Permission. In right to subscribe to the even	Subscribers assigned to it in this Group Permiss	o this Group ion only.
6. Assign Users	Salact All			
7. Confirm	Select All			
	Battery Door Close			~
	Battery Door Open			
	Date time Error			
	Deadholt reset (retr	arted)		
	Deadbolt / Privacy	30.00/		
	 Digital Existing Gue 	st Key Used		
	✓ Digital Key error - A	ccess denied		
	Digital Key error - Ca	ancel		
	Digital Key error - O	thers		
	 Digital Key error - W 	frong Room		
	Digital Key Error Exp	pired		
	 Digital Key Standing) Intruder		
	 Digital Key Wander 	ing Intruder		\sim
	Digital Key error - Lo	ow Battery		
			Cancel	Previous Next

A Member of the Kaba Group		View	Group Permiss	ions LENS
<u>C</u> onfiguration	Operations	<u>M</u> onitoring	Logout	<u>A</u> bout
	This wizard helps y	ou to group events, lo	ocks, users and delivery	/ method together.
Welcome to the Group Perr	mission Wizard			
Follow the steps 1 to 7 to cr	eate a new Group Permiss	on.		
1. Enter Group Permission		Step 3 (of 7	
2. Select Events 3. Select Locks 4. Select Notification Methods 5. Select Operation Policies 6. Assign Users 7. Confirm	Select Locks to be included in subscribe for the Locks in the	this Group Permission ir Group Permission.	n. Subscriber will only ha	ive the right to
<u>7. comm</u>	Hotel Test Hotel Test			
		Select all the do	or lock	
			Cancel	Previous Next

45

<u>C</u> onfiguration	<u>Operations</u>	<u>M</u> onitoring	<u>L</u> ogout	<u>A</u> bout	
	This wizard h	nelps you to group events, locks	, users and deliver	y method together.	
Welcome to the Group Perm	nission Wizard				
Follow the steps 1 to 7 to cre	ate a new Group Pe	rmission.			
1. Enter Group Permission 2. Select Events 3. Select Locks 4. Select Notification Methods 5. Select Operation Policies	Select one or more of	Step 4 of 7	ed below:		
<u>6. Assign Users</u> 7. Confirm	Email address of the of this wizard.	user assiged to this Group Perm	ission, email can b	e set in the step 6	
	Allow User's Ema	d	(Need to allign with t Kaba door lock exter	he setting in Ision in Smart
	Web Service of the o	user willing to have notification b	y web method.	Connectr	or
	Web Service URL	http://10.50.111.249:8086/		\supset	
	User's web session o	nce the user is logged on to Mes	senger Website.		
	Allow User's sess	ion on Messenger Website			
			Cancel	Previous Next	
	_				

<u>C</u> onfiguration	<u>Operations</u>	<u>M</u> onitoring	<u>L</u> ogout	<u>A</u> bout				
	This wizard h	elps you to group events, lock	ks, users and delive	ry method together.				
Welcome to the Group Permission Wizard								
Follow the steps 1 to 7 to a	create a new Group Pe	rmission.						
1. Enter Group Permission		Step 5 (of 7					
2. Select Events								
4. Select Notification Method	Select Operation P	olicy for this Group Permission						
 Select Operation Policies Assign Users 	2							
7. Confirm								
			Cancel	Previous Next				
			Cancel	Previous				

<u>C</u> onfiguration	<u>O</u> pera	tions	<u>M</u> onitoring	<u>L</u> ogout	About		
	This wizard helps you to group events, locks, users and delivery method together.						
Welcome to the Group Perr	nission	Wizard					
Follow the steps 1 to 7 to cr	eate a ne	ew Group Permiss	ion.				
1. Enter Group Permission			Step 6 o	f 7			
2. Select Events 3. Select Locks 4. Select Notification Methods 5. Select Operation Policies 6. Assian Users 7. Confirm	Select w Permiss this Gro Availab	rhich users will be u: ion at a time. Once up Permission. le Users	sing this Group Permissi the Group Permission is	ion. A user can belon s created, the selecte	g to only one Group ed users will belong to		
	Select	Login Name	🍼 EMail	G	roup Permission		
		7					
		8			^		
		9					
		DANA					
		DEAD					
		DTEFEND	Assign the gr	oup permission to	o the		
		FRONT	used ci	urrently in use	/		
		GARY					
		GARY					
		SAFLOK		Ka	aba		
		SETUP					
	<u>/</u>	Editable column					
				Cancel	Previous Next		

Saflek		View Gro	Hotel LENS up Permissions		
<u>Configuration</u>	Operations	<u>M</u> onitoring	<u>L</u> ogout	About	
Welcome to the Group Peri	This wizard helps you	u to group events, locks, us	sers and delivery meth	od together.	
Follow the steps 1 to 7 to cr	eate a new Group Permissio	n.			
1. Enter Group Permission		Step 7 of 7			
A. Select Events A. Select Locks A. Select Notification Methods 5. Select Operation Policies 6. Assign Users A. Select Operation Policies	Please verify the information provided in all the steps and click on the 'Confirm' butto step to save the Group Permission in the system. tides				
<u>Z. Confirm</u>	Group Permission to be saved				
	Group Permission Name:	Schneider_GRM_Integration	n		
	Group Permission activation date:	4/11/2016 2:01:11 AM			
	Subscription Duration:	5 Years			
	Total Selected Events:	75			
	Total Selected Buildings:	2			
	Total Selected Floors:	0			
	Total Selected Devices:	0			
	Selected Notification Methods: Selected Operation Policies:	Web Service			
	Total Assigned Users:	1			
			Cancel Prev	ious Complete	

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This procedure validates the Kaba LENS server configuration.

- 1. Log out from any active application.
- 2. Restart LENS Gateway service.
- 3. Wait for service to reconnect to translator service.
- 4. Create Group Permissions.

I		KABA Service	es Manag	er		- • ×
	Stop: Start:					
	Name		Status		Startup Typ	e
	Device Manager Service		Running		Automatic	
	Kaba Kay Delivery Service	_	Stopped		Manual	
(MessengerNet Hub Gateway Serv	ice	Running		Automatic	
	MessengerNet Hub Manager Serv	ice	Running		Automatic	
	MessengerNet PMS Service		Running		Automatic	
	MessengerNet Utility Service		Running		Automatic	
	Virtual Encoder Service		Running		Automatic	
		Event Viewer	1	Properties	1	Refresh
						.:

5. Create a subscription for the web service.



Saflek		Events Su	Hotel LE bscription Wiza	
<u>C</u> onfiguration	Operations	<u>M</u> onitoring	Logout	About
	This wizard helps you easily su	ubscribe to an event that you	want to be notified for	
Welcome to the Su Follow the steps 1 t	ubscriptions Builder Wizard to 3 to create a new Subscript	ion.		
1. Select Events		Step 1 of 4		
2. Select User 3. Select Locks 4. Subscribe	Select the Events that you want to are available for subscription.	subscribe to. Based on your G	roup Permission the E	vents below
			Cance	Next





<u>Configuration</u>	<u>Operations</u>		<u>M</u> onitoring	<u>L</u> ogout	<u>A</u> bout
	This wizard helps you ea	asily su	ubscribe to an event that you	want to be notified for	r.
Welcome to the S Follow the steps 1	ubscriptions Builder Wiz to 3 to create a new Sub	z ard scripti	ion.		
1 Select Events			Step 4 of 4		
2. Select User	Please verify the information to create the Subscription.	n provi	ded in all the steps and click	on the "Subscribe" but	ton on this step
<u>4. Subscribe</u>	Subscription Name: SAFLOK_Subsc_4/11/2016_2	:26:44	AM	Overwrite if Ex	rists
	Subscription Details:				
	Total Selected Events:	75			
	Total Selected Users:	1			
	Total Selected Buildings:	2			
	Total Selected Floors:	0			
	Total Selected Locks:	0			
	Expires on:	4/1 AM	1/2021 2:26:44		
	Based on your Group Permis one of the method by which	sion yo you wa	u are allowed to get notificat nt to be notified.	tion by method(s) belo	w. Please select
	O Notify by Email.				
	• Notify me on my Web ser	vice	http://10.50.111.98:8086/		
	Web Service Details				
	Use Native Web Servie	:e)	O Use Extended We	b Service 👌	
	O SOAP Protocol		Rest Protocol		
				Cancel Pres	vious Complete

Technical Support

For any issues with EcoStruxure Solution contact Schneider Electric Technical Support according to your region.

Level 1

- In-country support via SE Branches or SI Partners
- CCC / SRC / CSS

Level 2 - For product support, open ticket in BFO

- For Building Expert related issues*: PSS Advanced and Expe
- For EcoStruxure BMS issues: PSS Advanced

Level 2 - For solutions/application support

• Country Champion / Solution Architects / App Center

Level 3

- For Building Expert related issues*: SBS Support team
- For EcoStruxure BMS issues: PSS Experts

Level 4 - For solutions/application support

- For Building Expert related issues*: SBS Solutions, Offer Management and R&D
- For EcoStruxure BMS issues: Global Sustain Team

*Only for P1 issues (high impact, urgent and complex), country champion have the option of opening a ticket in Jira to escalate directly to Level 3

About Schneider Electric

Schneider Electric is leading the Digital Transformation of Energy Management and Automation in Homes, Buildings, Data Centers, Infrastructure and Industries.

With global presence in over 100 countries, Schneider is the undisputable leader in Power Management – Medium Voltage, Low Voltage and Secure Power, and in Automation Systems. We provide integrated efficiency solutions, combining energy, automation and software.

In our global Ecosystem, we collaborate with the largest Partner, Integrator and Developer Community on our Open Platform to deliver real-time control and operational efficiency.

We believe that great people and partners make Schneider a great company and that our commitment to Innovation, Diversity and Sustainability ensures that Life Is On everywhere, for everyone and at every moment.

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