
REPLACEMENT OF FRS DEVICE

PROCEDURE

Vendor Name:	Godrej and Boyce Mfg. Co. Ltd.	Document No	IOWMS/SOP/1
Contract No:	GEM/2023/B/4123905	Revision No	0
Contract Date:	7th June 2024	Date	

IOWMS

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This document outlines the detailed procedure for replacing a faulty Face reader system (FRS) device placed by Godrej under the given contract of any BPCL locations at De-Licensed Gate and Licensed Gate.

Administrative Process:

1. On receiving a complaint of faulty device and request of replacement of device under acceptable replacement scenarios, an Authorized Godrej Service Engineer will get assigned to the complaint.
2. Godrej Service Engineer will initiate the process of replacement of faulty FRS device at BPCL sites.
3. The first step is to share following details to be noted down and e-mailed to BPCL location and HO team by Godrej Team for both faulty and the new devices:
 - a. Device Serial no.
 - b. MAC Address
 - c. Date of manufacturing.
 - d. Device Model
 - e. Terminal ID
 - f. Date of Installation
 - g. No. of Templates stored at the time of Replacement
4. The new device should be available at site along with all the device documents (like device challan, Test Certificates etc.) and to be verified that confirms that device is from Godrej before acceptance at site.
5. Before proceeding to setting up of new device and deletion of data from old device, the old device to be removed from ALPETA server first which can be ensured by seeing the network connectivity symbol to be changed to yellow color from green color.
6. Then delete the network configuration from the old device such as- terminal id, port number or IP address (as applicable) and put the dummy number .

Setting up of New Device:

7. Godrej Service Engineer will power on the device and configure the new device with same Terminal ID without putting it on the network. For this go to menu  and then tap network .
8. Godrej Service Engineer will connect the device with Mobile Hotspot before installing it on Turnstile and ensure that device is handshaking with ALPETA Server.
9. Godrej HO team will assign the same Access Group for the Same terminal ID, so that all the respective templates are ensured to be transferred for that particular device with the respective Terminal ID to the new device from backend.

Data Deletion of Existing Device:






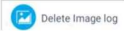



10. Before proceeding to replacement of the existing device, all templates in the existing device have to be deleted.
11. Before deleting templates and logs, the same has to be confirmed all required logs are synced to ALPETA server and make a copy if required and shared on email.

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12. On confirmation, proceed with deletion of templates. To delete user data templates. Go to menu  and tap  user and then tap delete all .
13. Also delete all types of logs. Go to Menu then tap database , then tap delete logs . Also delete image logs .
14. Now note down the system settings of old device like related to face, fingerprint, distance, face recognition, anti-spoofing (being enabled) so that same settings to be fed in the newer device.
15. Now proceed to factory resetting of device. Go to menu  then tap database , then tap .
16. Ensure the deletion of templates from the user list section in the settings of device. It should be empty.
17. Also check physically on random basis with already enrolled persons by showing their faces; it should not accept the faces.
18. Once device is factory reset, then proceed for physical removal of device from turnstile.

Removal of Existing Device and Installation of New Device:


19. Now start the replacement or unmounting activity of old FRS from the turnstile.
20. Mount the newer one by ensuring all connectivity like power, network, fingerprint sensor and turnstile trigger wire connections.
21. Once mounting is done, the device will be tested for all its operations.
22. Once a new device starts functioning normally, the same would be disconnected from the switch for some time.
23. Now push the connection and disconnection logs generated in the old device in the time of disconnection of old device from the LAN and connection of the new device on LAN from backend.
24. Godrej Service Engineer will remove MAC ID of the existing device in the Switch Settings, in MAC ID Binding and add the newer one.
25. This will ensure the smooth functioning of the system without any loss of data.

Additional Settings in New Device:

26. Godrej HO person will also assign the admin ID and password on the new device for security purpose from backend with different password as it was in the old device and update in the backend list.
27. Check physically on device by attempting the menu access; it should restrict to do so i.e admin id and password is implemented.
28. The new device will be tested for connectivity with the cloud server by the Service Engineer by connecting it to the port in which the existing device is connected.
29. Finally check with the count of templates in the new device which should be exactly same as of old device.
30. Also ensure the system settings like distance, face finger etc. is same as was in the old device.
31. Finally fill up the field report as in Annexure-1 and make it sign off.

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ANNEXURE-1

		<h2>FIELD REPORT</h2>	
Location:		Job Description:	
Complaint Date:			
Service Date:			
Service Engineer Name (Godrej) :			
FRS Device Details			
Data Header	Faulty FRS Device	New FRS Device	
Make			
Model			
Date of Installation			
Serial No.			
Mac Address			
Terminal Id			
Port No.			
Count of added users			
CHECKPOINTS			
Faulty FRS Device		New FRS Device	
Check points	Checkmark	Check points	Checkmark
Transfer of Data logs and Templates	<input type="checkbox"/>	Adding of Network Setting	<input type="checkbox"/>
Device Removal from ALPETA server	<input type="checkbox"/>	Adding System Settings same as of old Device	<input type="checkbox"/>
Face Authentication Distance	<input type="checkbox"/>	Transfer of all User Data	<input type="checkbox"/>
Terminal id Removal from Network Settings	<input type="checkbox"/>	Count of User same as of Old device	<input type="checkbox"/>
Port No. removal from Network Settings	<input type="checkbox"/>	Ensure Implementation of Admin id and Password	<input type="checkbox"/>
User Data Deletion	<input type="checkbox"/>	Mounting of device is proper as required at site	<input type="checkbox"/>
Logs Deletion	<input type="checkbox"/>	Random Physical Check (Users in the userlist should be Authenticated)	<input type="checkbox"/>
Factory Resetting	<input type="checkbox"/>	Turnstile functionality on successful Face Authentication	<input type="checkbox"/>
Physical Check (No Authentication permitted after all data deletion)	<input type="checkbox"/>	Mac id binding to L2 switch	<input type="checkbox"/>
Mac id removal from L2 switch	<input type="checkbox"/>		
Remarks (if any):			
	GODREJ	BPCL Site	
SIGNATURE & STAMP			
NAME			
DATE			