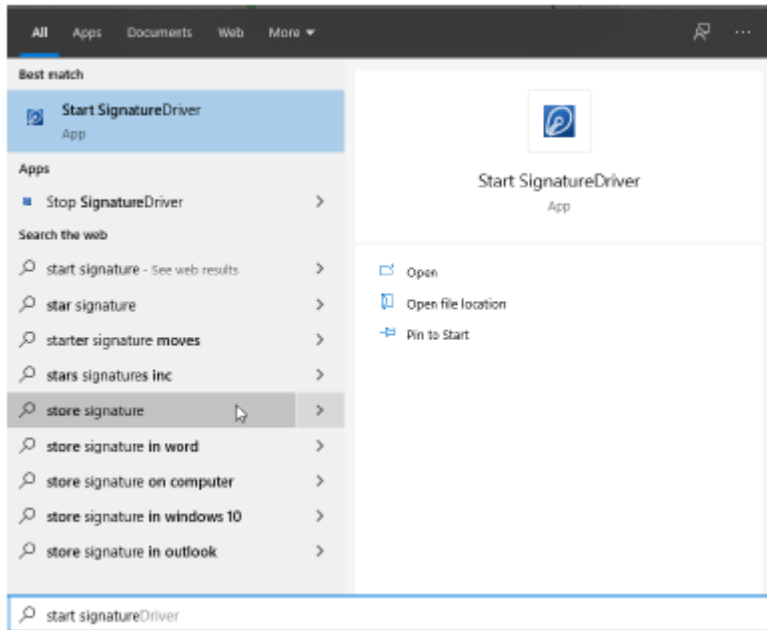
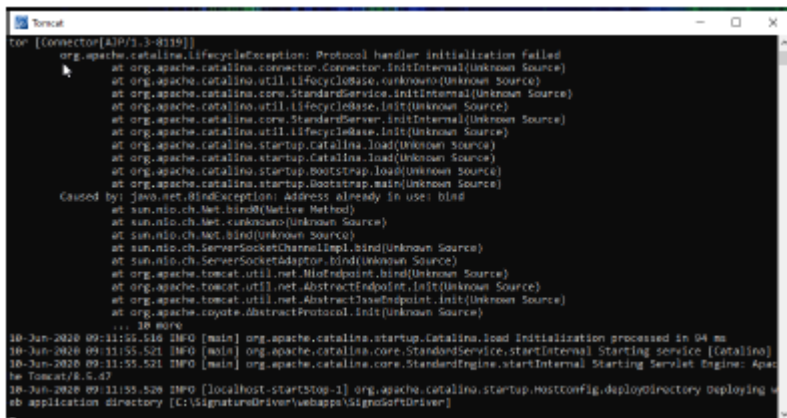


## Signature Pad Troubleshooting

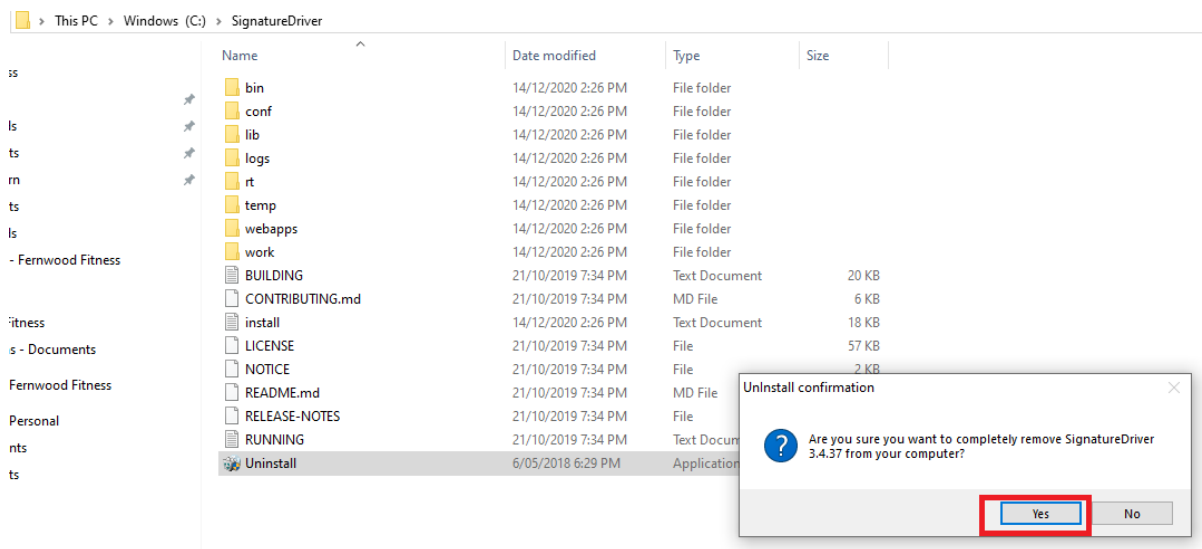
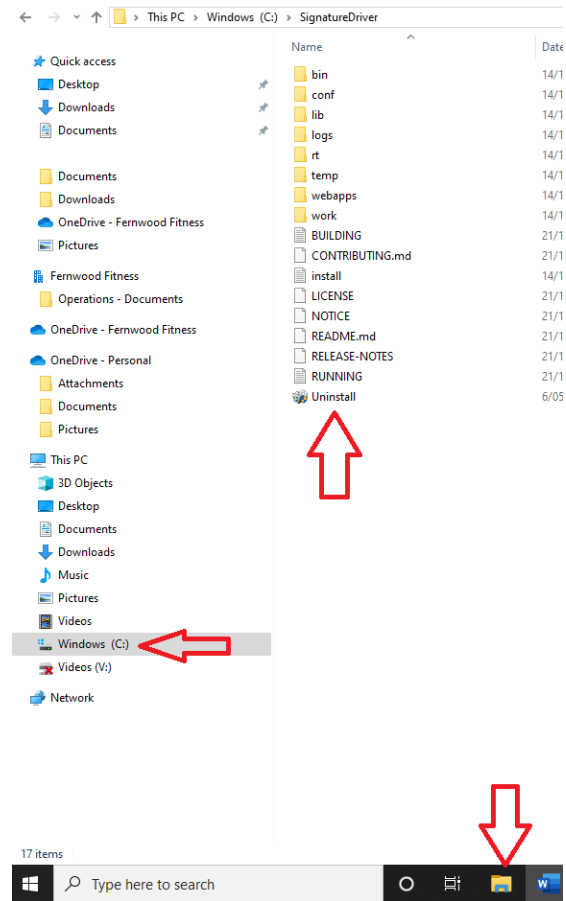
1. Check signature pad in plugged in. To check this you can go to 'Bluetooth & Other Devices' and a device called 'duraSign Encrypted HID' should be listed. You should also see the signature pad screen showing a step over' logo in black & blue. If you can't see this unplug device from USB port & plug into another USB port.
2. Log out of Exerp & restart the PC 85% of issues will be resolved with a PC restart.
3. Once your PC reboots in your windows search look for 'Start Signature Driver' and click start

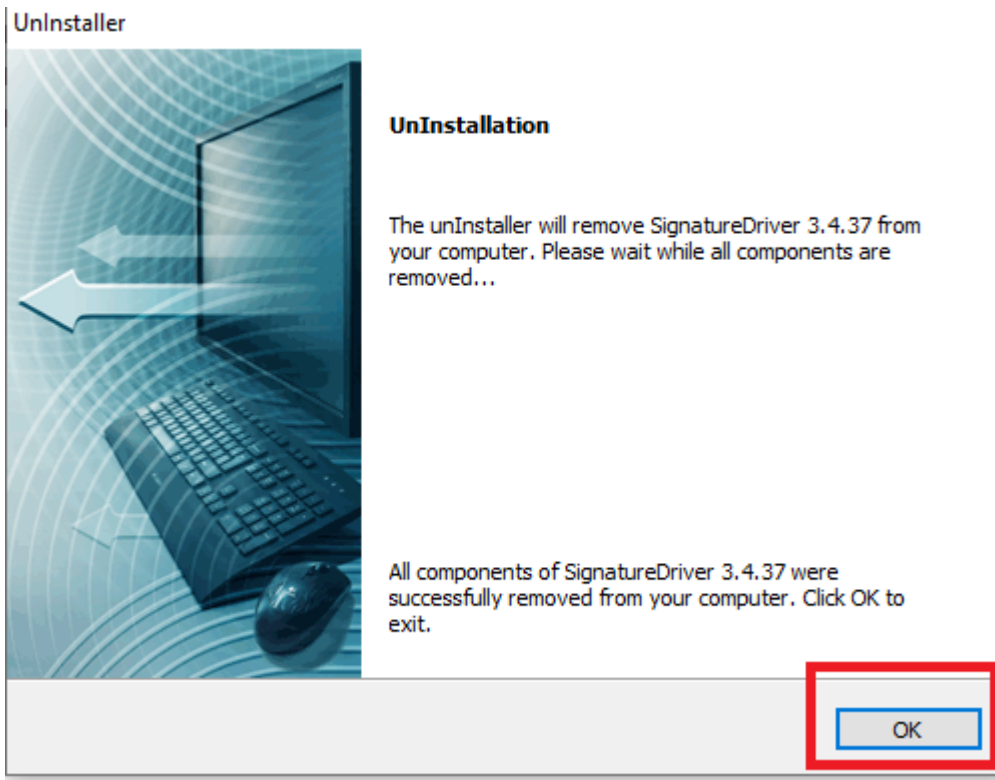


4. The below window will appear & automatically begin to load. This should only be 5-10 seconds. (Go to step 8 if window has closed)



5. If this window stays open please uninstall signature drivers by going to File Explorer C:\SignatureDriver & double click Uninstall. Follow uninstall prompts.



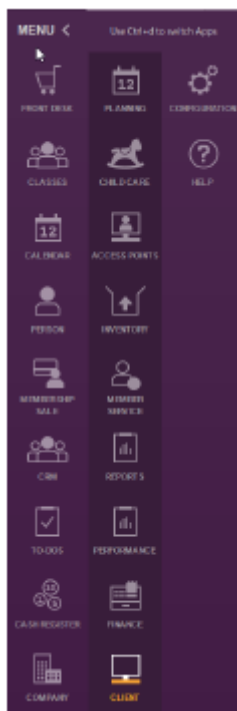


6. Reboot PC once uninstall has been completed.

7. Reinstall drivers which can be downloaded via Fernwood Sharepoint link below & follow step 3 & 4 again.

<https://fernwoodfitness.sharepoint.com/:f:/s/Operations/EoohwqWLhxBNoCQMfbzOJcUBdgs7LxkmCm6K-TfSIOx36w?e=C3Ogwy>

8. To check the signature drivers in Exerp go to Menu & Client



9. Go to Devices Signature pad should already be listed there if the Signature Drivers were previously set up. They should be listed as initialized & started.

Info Properties Editors **Devices** Log

Name	Driver
✓ signosoftsignaturepad	SignoSoft Signature pad

Add + Remove

Log Configuration

Time	Description
9/06/2020 9:02 AM	Device initialized successfully
9/06/2020 9:02 AM	Device started successfully


10. If the Signature Drivers are listed as not started. Click remove & add back from the drop down menu.

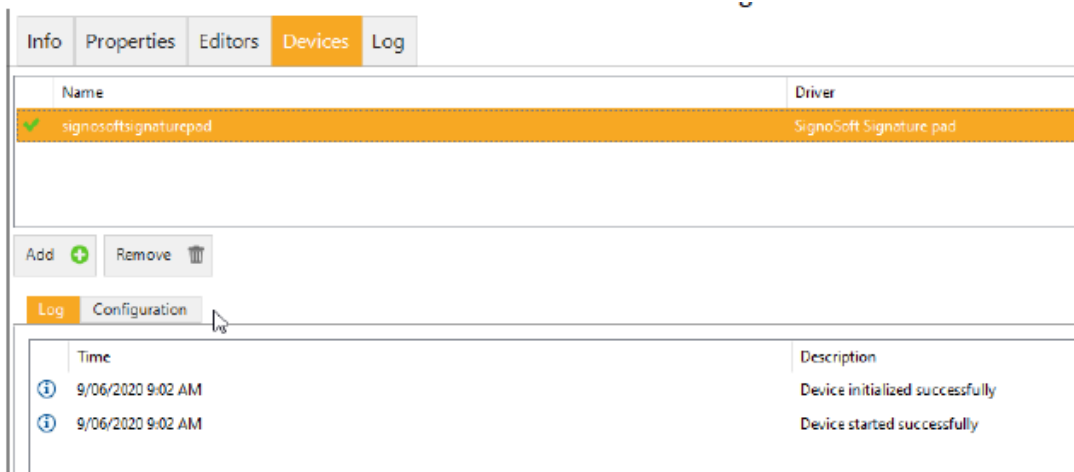
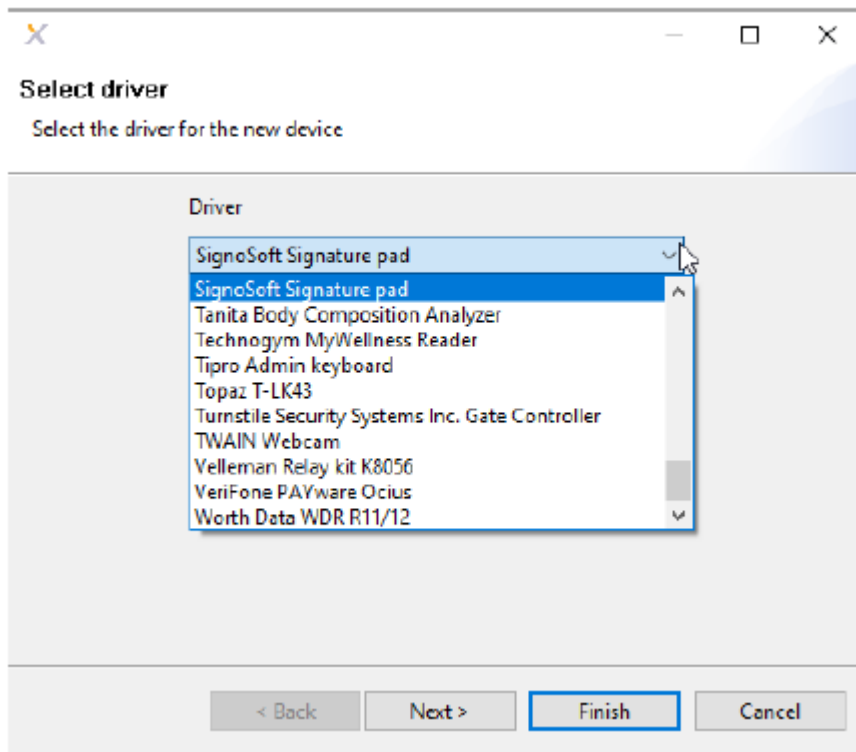
Info Properties Editors **Devices** Log

Name	Driver	Enabled
signosoftsignaturepad	SignoSoft Signature pad	✓

Add + Remove

Enable Disable Start Stop





If this doesn't resolve the issue please raise a Helpdesk ticket for further assistance.

[helpdesk@fernwoodfitness.com.au](mailto:helpdesk@fernwoodfitness.com.au)

### Connecting your Camera to Exerp

- Ensure your camera is connected to the PC (you can check this in the System Settings)
- In Exerp > go to your Client > ensure you are on the correct one > Devices > Add > Select DirectShow Webcam > Update ID is required > Finish
- If you have any connectivity issues, you can Remove the device and try the process again.
- Best practice is to log out and QUIT Exerp after adding any new devices.

## GANTNER RFID READER TROUBLESHOOTING

There are two dedicated RFID readers in the club – one that you will use for assigning the FOB to the member, the other one is used to attend the member in the club during staffed hours.

In the event one of the readers is no longer working, we can try re-installing the reader on that PC.

1. Ensure the reader is plugged into a USB port on that computer.
2. You can check it is coming up in System Settings > under Bluetooth and Other Devices > '*HID Global OMNIKEY 5022 Smart Card Reader 0*'
3. In Exerp > Client (this will default to the computer you are logged in on) > Devices > Generic PC/SC (or it may be renamed to RFID Assign /Attend)

### SELECTED CLIENT

[ Mitcham01 ]   Change ⚙   Create client +   Set local client

Info   Properties   Editors   **Devices**   Log

Name	Driver	Enabled
RFID Assign	Generic PC/SC	✓

4. In the Log section if the device is not coming up with "*Device initialized successfully...*" & "*Device started successfully*" after selecting Refresh, you may need to REMOVE the device and start again.

Log	Configuration
Time	Description
9/06/2020 9:02 AM	Device initialized successfully
9/06/2020 9:02 AM	Device started successfully

If the device is coming up with the messaging above, we just want to then double check the configuration settings to ensure it is correct.

1. Select the device so it highlighted in orange and click on the Configuration tab below. Check the below fields.
  - a. The **PC/SC Terminal** should default to *HID Global OMNIKEY 5022 Smart Card Reader 0*'
  - b. The **Type of ID Read from Card** field should be set to **MiFare**.  
PLEASE NOTE: This defaults to UID when first plugged in so ensure you check this before assigning any FOBS.
  - c. In the **Usages** section this should either reflect NONE for the RFID Assign reader or ATTEND if it is the the reader that is used to attend the member.

## SELECTED CLIENT

[ Mitcham01 ] Change Create client Set local client

Info Properties Editors **Devices** Log

Name	Driver	Enabled
RFID Assign	Generic PC/SC	✓
signosoftsignaturepad	SignoSoft Signature pad	✓

Add + Remove ✕ Enable Disable Start Stop

Log **Configuration**

Configuration

Name

Properties

PC/SC Terminal

Type of ID read from card

Should prompt for ADW Card

Commands

Execute

Usages

Gate ☐ Create new

Shutdown all Restart clients Performance stats

## Re-adding a RFID Reader to your PC

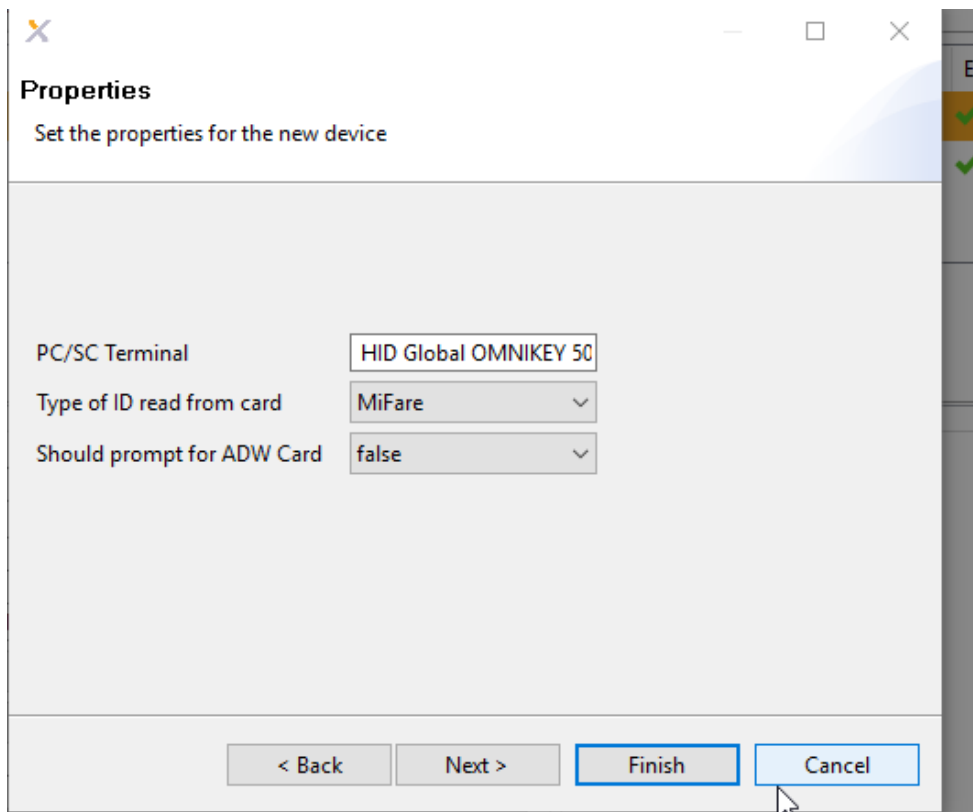
1. Ensure the reader is plugged into a USB port on that computer.
2. You can check it is coming up in System Settings > under Bluetooth and Other Devices > 'HID Global OMNIKEY 5022 Smart Card Reader 0'
3. Go into Exerp on the PC that the reader is plugged in to > Client > Devices > Add > In the driver drop down, select **Generic PC/SC** > Next

Select driver

Select the driver for the new device

Driver

4. It should default to picking up the HID Global OMNIKEY 5022 SMARTCARD READER in the PC/SC Terminal field.
  - a. Ensure you change the Type of ID read from card field from UID to **MiFare**
  - b. Click FINISH



### CASUAL VISIT – ERROR MESSAGE

If you receive an error message on your end when a member swipes in with 'Casual Visit' and it doesn't log the member a visit in Exep, this usually means their FOB has been assigned in the UID format, not the MiFare format.

To revoke the FOB and re-assign it to the member in the correct format so they have no further issues signing into the club, follow the steps below.

1. On your PC where you assign the FOBS, go to Exerp > CLIENT
2. Click on the Devices tab > Select the device **Generic PC/SC** so it is highlighted in orange.
3. Click on the Configuration tab underneath
4. In the drop down box **Type of ID read from card** please change from MiFare to UID > Click on Save in the bottom right corner.
5. Go into the members profile that you need to re-assign the FOB to > Details tab > Member Card > Scan the FOB.
6. You will be prompted with a message to return the FOB > Click OK.
7. Follow the steps above to go back into the CLIENT and change the reader back from UID to MiFare.
8. Go back into the member's profile > Details tab > Member Card > Select the RF in the drop down and re-scan the FOB on the reader to re-assign it correctly.
9. Once you have done this, just test it on the other RFID reader on Reception 1 to make sure it logs a visit in Exerp



## FOB Reports

To pull a report of all your current members to see if they have the correct FOB format assigned to their profile or to see which members have yet to pick up their new FOB, follow the steps below to pull this report.

1. In Exerp, go to Reports
2. Select the Easy Extract option > Keep the default selection of Person & Next > Using the **Person Status** filter, select Active & Temporary Inactive & Next.
3. Right click and export this information to excel.
4. In the second last column of this report you should see the column labelled **rfcard**. If the member has their FOB assigned you should see a 10 digit number in this field e.g. 3065542852.
5. If you see any numbers in the following format e.g. 24088CB6000000, the member has their FOB assigned to them in the wrong format. Please refer to CASUAL VISITS – ERROR MESSAGE section.
6. If the field is blank then the member is yet to receive their FOB.

## GANTNER READER NOT WORKING

In the event the Gantner front door reader is not working, there are a few spots that we can check the connectivity of the device to Exerp.

### 1. Check the Gantner device logs in Exerp Client & re-start your PC

- In Exerp, go to the Client app and search for your Exerp Controller > Select the Change button in the top left corner > Use the dropdown Type and select Controller > Search
- There should only be one option here > if you see more than one, please notify Helpdesk and we will get it removed so there is no confusion.

Select client

Scope: Mitcham

Name:

IP Address:

MAC Address:

Type: Controller

Include deleted: ☐

Device: All

Search

Name	Client Id	Center	Type	User	IP Address	State	Startup Ti...	Shutdow...	Java Versi...	Operatin...	MAC Ad...
Mitcham ...	CN=6FXi...	Mitcham	Controller	MITCHA...	10.10.19.8	Active	15/12/20...		1.8.0_222...	Windows...	6C-4B-90...

- Once you have switched to your Exerp Controller > Select the Devices tab > Click on the Gantner device (either will display as 24/7 Front Door or gantnergataaccess6xxxx) so it is highlighted in orange > Click on Refresh Logs.

SELECTED CLIENT

[ Mitcham Gantner ] Change Create client Set local client

Info Properties Editors **Devices** Log

Name: gantnergataaccess6xxxx Driver: Gantner SBT Access Box (TCP)

Add Remove

Log Configuration

Time Description

Refresh

- If the logs do not load for you, restart the whole PC and try this process again. Usually a PC restart does the trick and gets the connection back up and running.

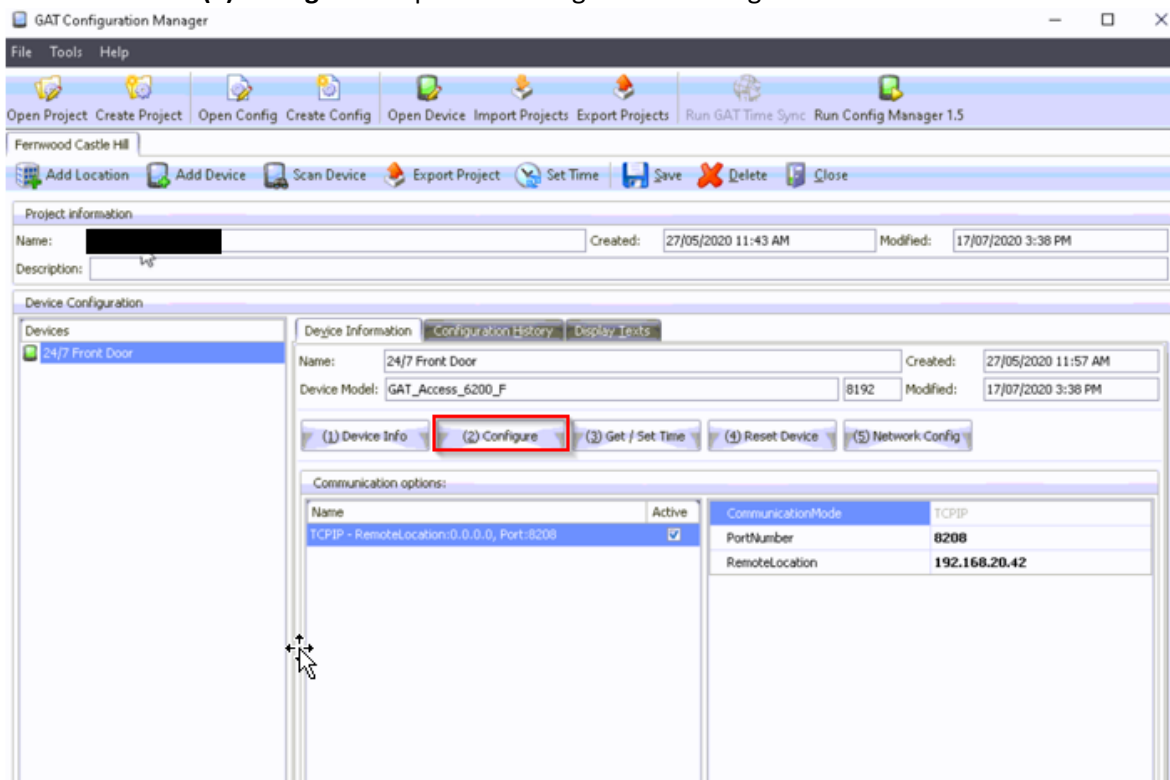
## 2. Scan your network to ensure the Gantner device is still online and connected.

- Open up the GAT Config Manager > this should only be available on your 24/7 PC/Computer > Select the Scan Device button. This will Scan your network and pick up any Gantner devices that are on there.
- If this comes up blank – this means your device has dropped off the network.

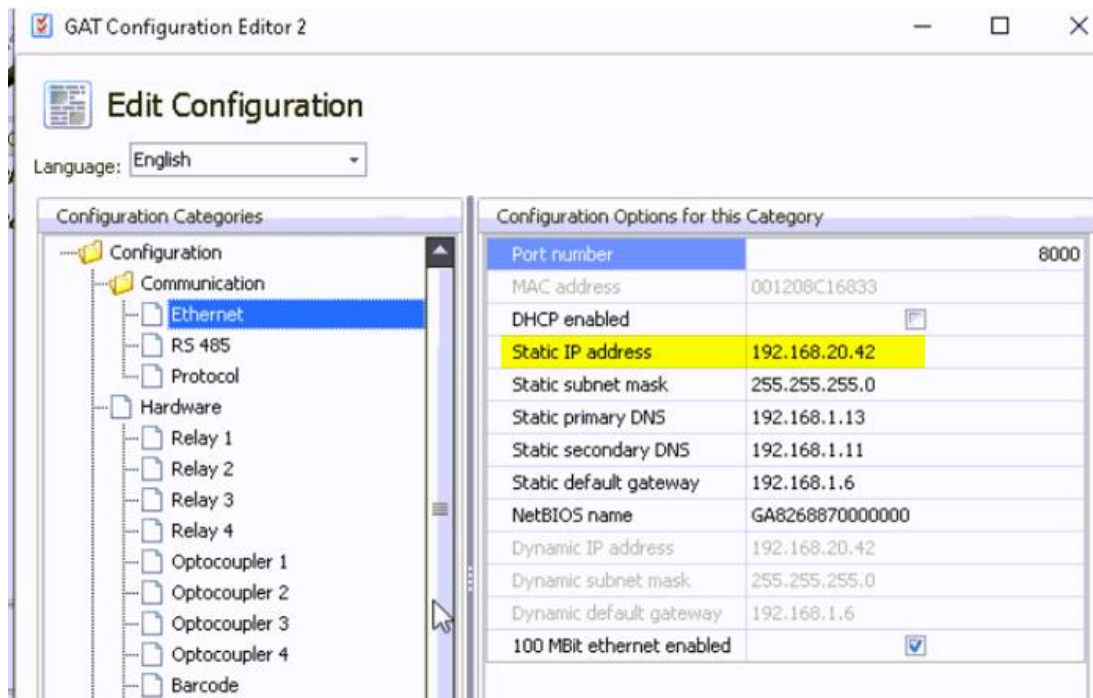
**Who do you contact to fix this?** *Contact your technician who installed the device as they will need to come out to the club and re-connect. This will either be Seda Solutions or Global Zone.*

## 3. Check your configuration settings on GAT Config Manager and check if they match the what is listed in Exerp

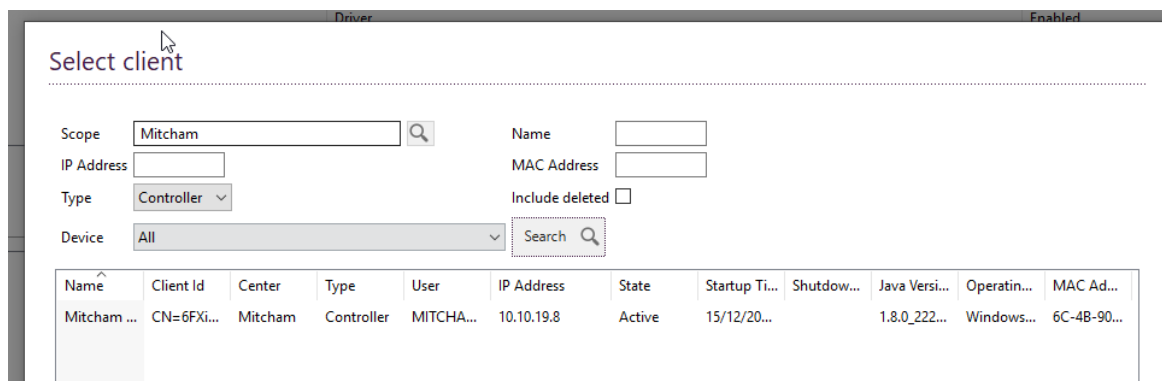
- In your GAT Config Manager > select Open Project > you should see your club listed there > click on this project to open it.
- Select the button **(2) Configure** to open the configuration settings of the device



- Click on the Ethernet heading – this should be about 3<sup>rd</sup> from the top.
- We want to check the following:
  - The DHCP checkbox is unticked
  - The static IP address that is listed there matches the static IP address that is set to the Gantner device in Exerp (refer to next step)



- To check the IP address of the their Gantner device go to the Client app and search for your Exerp Controller > Select the Change button in the top left corner > Use the dropdown Type and select Controller > Search > Select the Controller and Open.



- Once you have switched to your Exerp Controller > Select the Devices tab > Click on the Gantner device (either will display as 24/7 Front Door or gantnergataaccess6xxxx) so it is highlighted in orange > Click on Configuration.
- You should see the same number in the IP address field as what is displaying in the GAT Config manager as per the image above.

**Who do we contact to fix this if they do not match? If these fields do not match the IP address in the GAT Config Manager is different, you can then raise a helpdesk ticket as one of us at NSO will need to re-connect the two.**

Log
Configuration

Configuration

Name

24/7 - Front Door

Properties

IP Address
192.168.20.42

Port
8000

Using Optocoupler
false

Switch On Relay Code

Switch On Relay Number
RELAY\_3\_AND\_4

Always Open Period

Open Message

Deny Message

Open With Clipcard Message

Enable emergency log
false

Commands

Execute

Once we do the initial set-up for you at Head Office, you shouldn't ever really need to change these settings or information. This should only arise in the below scenarios:

- **Club switches over to NBN**
- **You change your internet provider**
- **You get a second Gantner device installed**
- **You change your 24/7 PC in club**

In the event of a power/network outage and your Gantner device is flashing red – this usually means that the device has lost connection to the network.