**Gantner 24/7 Door Not Working**

Ask the club to reboot the 24/7 PC & once back online test the door with a FOB. This will usually resolve the issue without having to remote in.

In Exerp go to Client > Change > change scope to required club & device type Controller > click search > click on the controller listed & ok > Devices > Click start & Gantner should be listed as started. Ask the club to test the door if it’s still not working, remote in.

Graphical user interface, application, Word

Description automatically generated

A picture containing application

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Graphical user interface, application

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A picture containing text, outdoor

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If the issue isn’t resolved remote into the 24/7 PC. If the club is logged into Exerp log out. Go to Windows search services > check the Exerp controller is listed as running. If it isn’t click start.

Graphical user interface, text, application, Word

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If the controller isn’t starting you will need to uninstall it. Uninstall the service called "ExerpController" by opening the command prompt (with administrative permissions) and enter the command "sc delete ExerpController"

Reboot the PC & install the controller again. See Gantner installation guide for instructions. [Gantner install.docx](https://fernwoodfitness.sharepoint.com/:w:/s/Operations/Ed9gOwNblSNBkJ_0SEHC4kYBDJ-MUPvSZbeLzXk7JjTqqw?e=cWxhPo)

Go to Gat ConfigManager which will be a saved on the Desktop (see above image) > Double clicks to Open > Click on the club's name in the list to open & the door should be listed as working. If you get an error message ‘Cannot detect door’ do a network IP scan <https://www.advanced-ip-scanner.com/> If the door isn’t listed the club will need to reboot the Gantner box. Provide these instructions in an email.

Please open the Gantner box you will see a terminal in the bottom right that has a red and black cable going into it. Unplug this, count to 10, and then plug it in again. Also ask them to unplug the ethernet cab from the box count to 10, and then plug it in again.

A picture containing text, indoor

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Once the club notifies you, they have completed the above tasks. Go back to IP scanner & run another scan & scan for the door on Gat ConfigManager. If the door is listed ask the club to test a fob on the 24/7 Door reader – if you go to Front Desk app in Exerp you’ll see if the tap was successful. If successful, no further action is required & 24/7 doors are fixed.

If the issue isn’t resolved.

Ask the club if they have made any changes to their Internet Provider as this will affect the IP address they are using for their network & the IP address will need to be changed to match the new network. (This doesn’t happen very often)

If the 24/7 Door isn’t listed on a network scan & isn’t coming up in the Gat ConfigManager after all troubleshooting has been performed & the club will need to contact Global Zone or Seda Solutions depending on who did the door installation, for a technician to visit the site.

In the event of the 24/7 PC being replaced please refer to Gantner installation instructions. [Gantner install.docx](https://fernwoodfitness.sharepoint.com/:w:/s/Operations/Ed9gOwNblSNBkJ_0SEHC4kYBDJ-MUPvSZbeLzXk7JjTqqw?e=cWxhPo)