



# DOOR ACCESS TROUBLESHOOTING

*For iGo Figure Version 3 & Igo360 Using Barcode Scanner & Keytags*

It helps to first understand the chain of events that happens when everything is working properly so that you can narrow down and troubleshoot the right part of the process if you are experiencing an issue. Following these, along with adjusting a few Windows settings to allow for long periods of idle time on the PC overnight should help narrow down and resolve any issues you may encounter with your door setup.

Here is the chain of events when everything is set up and working properly.

1. Door scanner reads the keytag and deciphers it.
2. The number and some extra control data travels through the extender to the PC and Windows.
3. The Welcome Screen (v3) or Barcode Scanner Utility (iGo360) sees the extra control data and takes the scanned number.
4. The Welcome Screen utility checks with the iGo Figure database or the Scanner Utility checks with the iGo360 server to make sure the number is attached to a member in good standing.
5. The signal to open the door is sent to the Keyspan device which then trips the relay box. Another signal is sent a few seconds later to return the relay box to switch again and return to idle.

Two major checkpoints along the way will let you know that the steps before them are working without issue. If a member is checked in for attendance in the program, you know that the door scan is making it to the PC, so the scanner, extender and connection to the PC are working fine. If the member is acknowledged for attendance (appears on the Attendance Panel) and the relay box makes two audible clicks with a pause between them, you know that everything from the scanner up to the relay box is working fine and barring catastrophic failure, the relay is also likely working so the door hardware itself and any exit switches should be checked by your installer or electrician.

This Guide provides troubleshooting steps to check the connection between the door scanner and the PC, the connection from the PC to the Relay Box to the door latch, and other issues and settings that may interfere with door performance.

Note: The door scanner with iGo360 will function if your internet is out as the Scanner Utility also keeps a “last known good” list of keytags in case of minor internet interruptions that it can check against. The attendance event will synchronize with iGo360 when re-connected to the internet.



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## Table of Contents

Overview Of Typical Door System Setup ..... 2

Door Not Opening – No Attendance Event..... 3

    Check the scanner ..... 3

    Check the USB extender connections to the PC..... 3

Attendance Event Shows on Attendance Panel but Door Does not Open ..... 4

    Check the Keyspan USB/Serial Converter..... 4

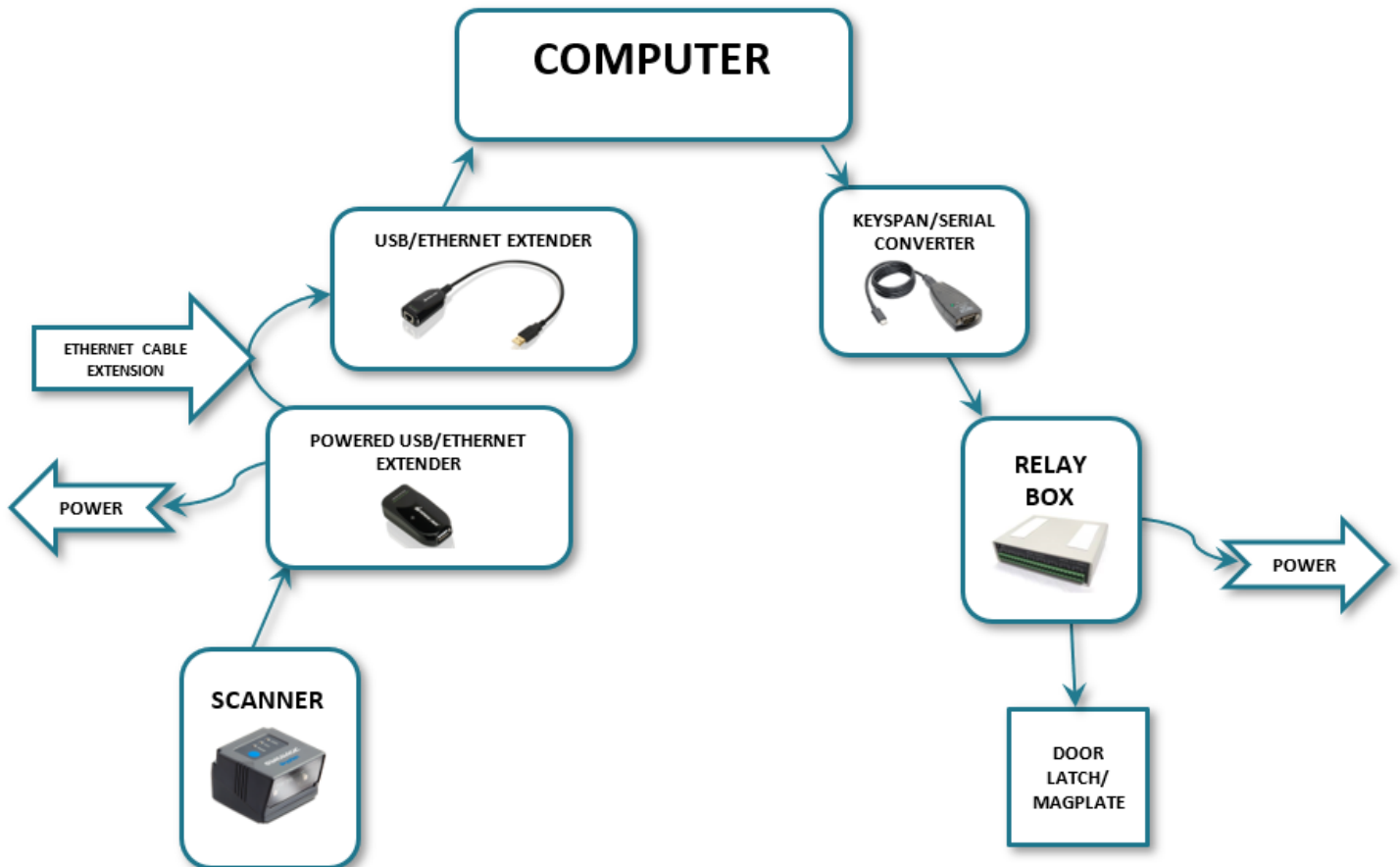
    Check the Relay Box ..... 4

Door Working for Some Members but Not Others..... 5

Windows Sleep Settings..... 5

Windows Updates When PC Is Unattended, At Night Or When Closed. .... 6

## Overview Of Typical Door System Setup





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## Door Not Opening – No Attendance Event

If the door does not open and you do not see an attendance event on the attendance panel when a tag is scanned at the door, start with the scan sequence from the scanner to the computer. First check the door scanner, and if that does not resolve the problem, then check the USB extenders and connection to the PC.

### Check the scanner

The Datalogic Gryphon Scanner is a grey and black shaped with a clear window on the reading side usually mounted by your door. It has a USB plug and is the scanner used outside or in a vestibule specifically for controlling door access.



When idle, the Datalogic Gryphon has an amber power light and a green spotlight shining out of the window indicating where it's looking for a keytag. Holding a keytag approximately 5-8 inches away from the window side of the scanner is optimal. The green spot will change to the red line when it senses motion, the scanner should beep, and the **Good** light flashes green indicating it read the card.



If moving the card back and forth with the red line crossing the barcode does not result in a read, the window can be cleaned with a damp cloth as needed. If you are still having trouble reading the card, check that the card is in good condition and not damaged to the point of having any of the printed bars unreadable. Try scanning another barcode, perhaps even a beverage container UPC just to see if the program at least reports an invalid keytag scan.

### Check the USB extender connections to the PC



Next check to see if the connections between the Datalogic scanner and the PC are good. If there are no lights on the scanner or the **Good** light is flashing, this indicates a likely problem with the connection sequence to your PC. Check the connections in and out of the two IOGear USB adapter bridges shown here. The powered adapter will be close to your door with the scanner cable plugged into it, a power brick, and one end of the Ethernet/network cable (green example cable in the picture). There is a green light on the adapter that indicates it is getting power (if no green light, check the power connection). Your Ethernet cable will then run in the ceiling or along the wall to your PC and attach to the other unpowered adapter which then plugs into a USB port on your PC. Unplug and re-plug USB, Ethernet cable and power brick to make sure the connections are secure.



If the **Good** light is flashing indicating a USB communication loss, and it is necessary to reset the scanner you may either unplug the scanner USB, power, and Ethernet from the door side adapter box or restart the PC. Scan keytag again, if the scanner beeps and then the laser turns off when waving a keytag at the scanner, it has read the tag and sent it to the PC.



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## Attendance Event Shows on Attendance Panel but Door Does not Open

If a valid door scan shows up on the attendance panel, that means the connection from the door scanner to the PC is working, but the connection from the PC to the door latch/Magplate may not be working. To troubleshoot, check the connection to the Keyspan Serial Converter, then from the Keyspan Serial Converter to the Relay Box.

### Check the Keyspan USB/Serial Converter



Check the Keyspan USB/Serial Converter is working and installed. There is a green LED light on the Keyspan that will slowly blink under normal circumstances when it is idle. If you do not see this blinking light, check the USB connection from the smaller end of the device to the PC.

You will also want to check that the Windows drivers are working properly. You can do this by typing **device manager** into the search on the start menu. There should be a section labeled **Ports (COM & LPT)** and the Keyspan should be listed there. If you see it listed with a yellow exclamation point or only see an “unknown device” listed elsewhere in

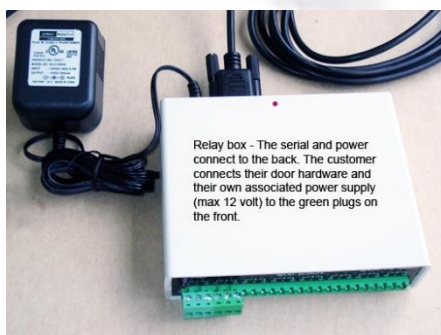
the list, Windows may be having driver or other issues communicating with the Keyspan. Open the problematic item, go to the driver tab and click to update or reinstall the driver, then reboot the PC, this may resolve the issue.

Also check to see if the Keyspan is performing as needed for the door to work properly look at the blinking light. When the program has looked up a member and it is sending the signal to open the door, there will be a slight flicker or hiccup in the slow steady blink on the Keyspan light as the data passes through it. Have someone scan at the door scanner while you watch the light, if you see this hiccup, it means the system is working up to this point and that the problem is further down the line.

### Check the Relay Box



The relay box has a power indicator that glows red on the front right above where your door wires are connected on the left side. If you have a door strike/latch on the deadbolt of the door, the wiring to your door should be connected to the first and second pins, labeled **NO** and **C**. If you have a magnetic plate on the door, the wiring should be connected to the second and third pins, **C** and **NC**. Ensure that the wires are tightly screwed into their proper locations. The back of the box will have the power plug and the cable with the thumbscrews that connects to the Keyspan.



Similar to the check with the Keyspan, if you listen to the relay box when a scan is made, you should hear two clicks with a pause between them as the relay clicks and then goes back to idle. If there are no clicks, unplug the power from the back of the relay for a moment, then reconnect the plug and make sure the power light comes back on. If there is no click, pull the green plug on the far left under the power light, reset the power again and try another scan with the green plug still disconnected. If the relay stops clicking with the green plug replaced or there are clicks but your door does not unlock, there may be an issue with your door hardware connected after the relay. Please have the installer or electrician verify that your door latch or mag plate, power, and exit hardware is functioning properly.



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## Door Working for Some Members but Not Others.

If a member scans, the door does not open and the attendance panel shows and “invalid scan” (version 3) or “Non-Member” (iGo 360), then:

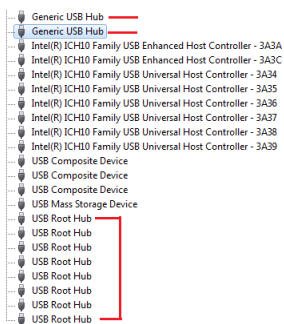
- a. Check to see if barcode number entered correctly.
- b. Check to see if “prevent door access” attribute assigned to the member.

## Windows Sleep Settings

Member scan issues at night are often caused by the PC or USB going into sleep mode. The following steps will help ensure that your PC always remains on alert for scans. It is possible that you may need to recheck these settings again later, there have been a few instances where the settings have reverted to original values, either due to system updates or other unknown reasons. This can interfere with door function in two ways: 1. When the PC goes into sleep mode, and 2. When the PC is not in sleep mode, the USB port may be set to go into sleep mode to conserve power.

- Turn off PC/hard drive Sleep Mode as follows:
  1. Click on **Start** and type **power options** into the search bar and click on the result.
  2. Click **Change plan setting** next to the selected option.
  3. Click Change advanced power settings.
  4. Find and expand the **Hard Disk** option and change the setting to **0**, which will then change to **Never**.
  5. Expand the **Sleep** section.
  6. Set Sleep after to **0/Never**.
  7. Set Allow Hybrid Sleep to **Off**.
  8. Set Hibernate after to **0/Never**.
  9. Expand **USB settings** and set it to **Disabled**.
  10. Click ok and close the Power options boxes.

- Turn off USB Sleep Mode as follows:



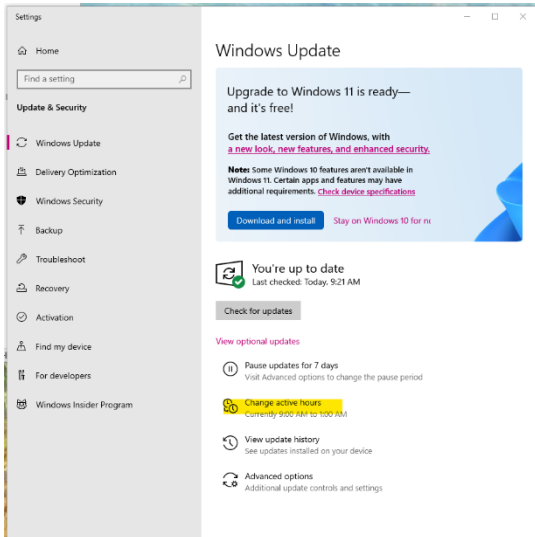
1. Click on **Start**, type **device manager** into the search bar and click on the result.
2. Expand the **Universal Serial Bus controllers'** section. See image on the left.
3. Look for several instances of **Generic USB Hub** and **USB Root Hub** in the list. You may have several of them and see both in the list.
4. Double click on the first one in the list, go to the **Power Management** tab.
5. **Remove** the check from **Allow the computer to turn off this device to save power option**.
6. Repeat this for every instance of **Generic USB Hub** and **USB Root Hub** in the list.
7. Close all the opened windows.



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## Windows Updates When PC Is Unattended, At Night Or When Closed.



We recommend changing the default behavior of Windows updates on your PC, as a Windows update may take a while, during which the door system won't work, or reboot which will not properly restart Version 3 to permit door access. Updates are often set to happen overnight if the PC is left on. It is best to avoid having the PC be busy installing an update, rebooting, or sitting at a login prompt while unattended because your software would be closed and unable to open the door for your members. For Windows 10, update the installation schedule to make sure updates do not happen while computer is unattended. Ideally you can schedule some time weekly or biweekly to check for updates, run and install them while you are there.

Due the different ways updates work in different versions of Windows and the complexity of accommodating all the possibilities, if you're not on Windows 10, we suggest you search for **change windows # update settings** online, substituting your version of Windows for the # symbol. If you do not know what

version your PC is running, bring up the search box on the start menu and type in **winver** and click it from the results. Do not turn windows updates completely off, this can risk the security of your machine when new threats emerge, instead set Windows to alert you when new updates are released so you can choose to download at your convenience. This way you can handle any required reboots to be sure that you have everything back up and running smoothly.