Software Version 8

ASSA ABLOY



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1. Introduction

The DSR Support Tool is installed with the main DSR installer. This graphical user interface is used to look at what is running inside the DSR, i.e. objects such as locks, pending commands, events generated, time zones, and users. The DSR Support Tool also exposes information regarding general connectivity and database health. In addition, the DSR Support Tool allows the end user to configure some items that might not be available in the access control software platform. Access to the DSR Support Tool is secured by a password, set at install time.

Operating Environment

Browser Compatibility: IE 9.0 and above, Mozilla Firefox

The DSR Support Tool runs with the same overall server requirements as the DSR.

NOTE: See the DSR Installation Guide for more information about the DSR server requirements.

2. Features and Functions

This section details the main features and functions of the DSR Support Tool.

Install/Upgrade

The Support Tool is installed and upgraded as part of the DSR installation process.

The DSR installer creates a desktop icon to launch the DSR Support Tool.

The DSR uninstall process also uninstalls the DSR Support Tool.

Login as Administrator

By default, the Support Tool is accessible only at the local host by accessing one of the following:

- http://127.0.0.1:8080/dsrsupport/ (if SSL security is OFF)
- https://127.0.0.1:8443/dsrsupport/ (if SSL security is ON)

Please make sure the DSR service ASSA ABLOY Door Service Router is up and running.

Users can access the DSR Support Tool by entering valid credentials into the Sign In window. These credentials were created during the installation of the DSR.





Tool Bar

The Tool Bar is located at the top of the screens. It includes functions such as Change Password, Help, and Signout. It also includes status indicators.

ASSA ARI OV DSR Support Tool	Welcome admin Disable Auto Refresh 💄 Change Password Help 🗃 Signout
	DSR Status EAC Callback Status
Facility View Configuration Settings > Decryption Utility Reports Utility >	

Change Password

This feature allows the end user to change the Support Tool password.

ASSA AB	LOY DSR Support Tool					Welcome admin 💄	Change Password DSR Status	Help 📑 Signout EAC Callback Status
Facility View	Configuration Settings >	Decryption Utility	Reports Utili	ty ►				
Old Password :								
New Password :								
Confirm Password :								
ок								
©ASSA ABLOY 2020 1	800-810-WIRE (9473) www.sargenti	ock.com 800810WIRE@ass	aabloy.com DSR Versi	on : 8.0.9.0				ASSA ABLOY

Help

This feature opens a help file where users can find assistance and information about how to perform functions in the software.



Status Indicators

There are two status indicators present on the top right corner of the screen. These indicators are:

- DSR Status
- EAC Callback Status

By default, DSR Status and EAC Callback Status are refreshed automatically every minute.

If the status indicator is Red, a message is displayed.



DSR Status

This feature indicates DSR health. It checks the DSR service is up and running.

- Red indicates DSR and postgres service is not working properly
- Green indicates DSR and postgres service is working properly

EAC Callback Status

This feature checks if the DSR can make a connection with the EAC system.

- Red indicates DSR is not able to connect to the EAC system. An error message may appear. Follow the instructions in the error message.
- Green indicates DSR is able to connect to the EAC system



Viewing Lock Statuses

To view lock statuses, click on the **Facility View** tab at the top of the page. The Facility View gives a detailed view of the current status of all access points in a sortable list. There is one panel on Facility View page, Lock List.

The Lock List page displays details pertaining to access points configured in the DSR. Details include:

	figuration Settings ► Decry	ption Utility Report	s Utilit	v •					DSR Status	EAC Callback Statu
ock List										
how/hide Columns: 18 :	selected •					Total - 6 Con	firmed - 5 Unknown - 1 Search: Enter Seri	I Out of S	ync - 0 Synchroni	zed - 3 Pending - 2
Serial Number	Description	Туре	Online	Confirmed	Sync Status	Battery Level	Coin Cell Voltage	RSSI	IP Address	Current Firmwa
2C002D03385F47AA In	nnovation Center 101	SxPx Battery Powered	0	~	e	5.85	NA	al	192.168.1.179	3_0p09_cx_v3531
2C417E0018PF06AA		SxPx Battery Powered	0	×	?	NA	NA	al	192.168.1.195	
C624E0231PA0FCA In	nnovation Center 110	SxPx External Powered	0	~	e	NA	3.15		192.168.1.6	3_0p09_cx_v3531
2C713D01695A06CA In	nnovation Center 119	SxPx External Powered	•	~	e	9.03	3.19		192.168.1.209	3_0p07_cx_v3481
C736E0011PF0FAA In	nnovation Center 134	SxPx Battery Powered	0	~	Ø	8.48	3.12	al	192.168.1.193	3_0p05_cx_v3256
2C738E0260PF0FAA In	nnovation Center 107	SxPx Battery Powered	0	~	Ø	7.27	3.18	al	192.168.1.194	3_0p07_cx_v3511

- **Serial no:** By default the lock list table is sorted by serial number. The lock serial number is printed on the lock controller.
- **Description:** This column displays the description of the lock, if set. This field is typically the door name. This might be set by LCT or by the host access control software.
- **Type:** Identifies the type of lock as battery powered or external powered. External powered includes both Power over Ethernet (PoE) and hard-powered WiFi.
- **Online:** This column shows if the lock is online or not. Please note that battery powered locks will be listed as offline unless they are in the middle of a session.
- **Confirmed:** This shows if the access control software has accepted the lock into the system. A solid green circle indicates online and connected. A white circle indicates offline.
- **Sync Status:** Symbolic notation of the different synchronization status of the lock. The descriptions are:

Cleared 前 Disabled ⊘ Unknown ? Pending 🕖 Synchronized 🍣 Out of Sync 🍸

- **Cleared:** This indicates that access point data (users, schedule, etc.) will get cleared.
- **Disabled:** This indicates that DSR will ignore all communication from the access point.
- **Unknown:** This indicates that the access point is not confirmed.
- **Pending:** This indicates that there are some pending commands in the queue.
- **Sychronized:** This indicates that no pending changes exist in DSR and the access point is sychronized.
- **Out of Sync**: This indicates that this access point is not synchronized with DSR. When out of sync it shows the error and reason for this state.

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- **Battery Level:** This shows the charge status of the battery used in the locks.
 - **Green:** if battery voltage is greater than or equal to 7.0 volts.
 - **Yellow:** if battery voltage is between 5.9 volts and 7.0 volts.
 - **Red:** if battery voltage is less than 5.9 volts.
- **Coin Cell Voltage:** Last reported coin cell battery voltage. Not all locks report coin cell voltage.
- **IP Address:** This shows the last reported IP address of the lock.
- **RSSI:** For WiFi locks, this displays the last reported signal strength on hover. PoE locks do not have a signal level to report.
- **Current Firmware:** This shows the current firmware version of the lock.
- **New Firmware Status:** This shows the firmware upgrade status.
- Last time lock online: This shows the last time (Start time) when the lock came online.
- **Estimated Battery Replacement Date:** This is the estimated date when the battery may need replacement for battery powered locks. This estimate is based on historical data for this given lock. Locks recently added may not have enough data to display an estimate.
- **Radio Firmware Version:** This shows the current radio firmware version.
- Radio Type: This shows the current radio type of lock.
- Radio Upgrade Status: This shows the radio upgrade status.

Once a lock is selected from the Lock List, the bottom panel expands and the default tab Lock Details is opened.

ASSA ABLOY DSR Support Tool				Welcome admin	n 🛓 Change Password Help 🔄 Signout DSR Status 🔹 EAC Callback Status
Facility View Configuration Settings > De	cryption Utility Reports Utilit				
« Lock Detail					
				Total - 6 Confirmed - 5 Unknown - 1 C	Out of Sync - 0 Synchronized - 4 Pending - 1
Serial number Description	Type Online (Confirmed Sync Batt Status Lev	ttery Coin IP Current Cell RSSI Address Firmward Voltage	New Estimated Radio Firmware Battery Firmw Status Date Versi Date	o Radio New CC ware Radio Upgrade Firmware fon Type Process Status
PC624E0231PA0FCA Innovation Center 110	SxPx External Powered	✓ २ 📕	3.14 192.168.1.6 3_0p07_cx	v3504 NA NA null	Ethernet
Showing 1 to 1 of 1 entries Lock Details Status Details Pending Comm	nands Events Users in Lock	Timezones in Lock		Cleared 👔 Disabled ⊘ Unknown ?	Pending 🕐 Synchronized 🎅 Out of Sync 🍸
Lock Id	e08df119-e093-49bc-a7d7-5112944c85	33			Reload Lock
Lock Body Details	Manufacturer Persona	Network Interface Ethernet	Human Interface Power Keypad, Magcard and multiCLASS reader POE	Supply Lock Body Sargent 82276 Mo	ortise w/cylinder & DB
Firmware Details	Version 3_0p07_cx_v3504	Status	Last Update		
CC Firmware Details	Serial Number	Hardware Version	Firmware Version New F	irmware	
Schedule Type	0 (Disabled)				
Number of Users	14				
Number of Timezones	9				
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The tabs are: Lock Details, Radio Details, Reader Details, Status Details, Pending Commands, Events, Users In Lock, Timezones in Lock, Battery Graph, RSSI Graph.

Note that some tabs are not displayed, depending on the lock hardware/configuration.

RSSI	IP Address	Current
atl	192.168.110.35	3_0n18_s
at	192.168.110.42	3_0p07_0
Nam Signa Secu RSSI: SSID	e: AAbloyWiFi al Strength: Good rity Type: WPA2-PE -54dBm : AAbloyWiFi	RSONAL



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Lock Details

This tab shows the details of the selected lock, including:

- Lock ID
- Lock Body Details, Enhanced Mode
- Firmware Details
- Schedule Type
- Number of Users
- Number of timezones in the lock
- Estimated Battery Replacement Date

Facility View Configuration	ettings > Decryption	Utility Re	ports t	Utility >												
Lock Detail											iotal - 6 Confi	irmed - 5 Unknow	vn - 1 Out of S	Sync - 0 Sy	nchronized - 4	Pendi
Serial number Description		Туре	Online	Confirmed	Sync Status	Battery Level	Coin Cell Voltage	RSSI	IP Address	Current Firmware	New Firmware Status	Estimated Battery Replacement Date	Radio Firmware Version	Radio Type	Radio Upgrade Process Status	New Firm Stat
	er 110	SxPx External					2.14	-	192.168.1.6	3_0p07_cx_v3504	NA	NA	oull	Ethernet		
towing 1 to 1 of 1 entries Lock Details Status Details	Pending Commands	Powered	Users in Lo	ck Timezo	1es in Lock	9.03	5.47				Cleared	Disabled ⊘ Ur	nknown ? Pend	ling 🕖 Sync	chronized Ə (Out of S
towing 1 to 1 of 1 entries Lock Details Status Details Lock Id	Pending Commands	Powered Events	Users in Lo 17d7-5112944	ck Timezo 4c8533	ues in Lock	9.03	5.47	<u> </u>			Cleared	Disabled ⊘ Ur	nknown ? Pend	ling 🕐 Sync	chronized 🎅 (Out of S ad Lock
tock Details Status Details Lock Body Details	Pending Commands 408d Mana Perso	Events 119-e093-49bc-a Ifacturer na	Users in Lo 17d7-5112944	ck Timezou 408533 Network Ethernet	nes in Lock Interface	9.03	Human In Keypad, M	aterface agcard and	i multiCLASS rea	Power Supply Ider POE	Cleared	Disabled O Ur Lock Bo	nknown ? Pend	ling 🕐 Sync	chronized 🍋 (Refo	Out of S ad Lock
Index Body Details Intervence Details	Pending Commands color Mann Perso Verci 3_0P	Events 1119-e093-49bc-a ifacturer na ion 07_cx_v3504	Users in Lo	ck Timezor 408533 Network Ethernet Status	nes in Lock Interface	9.03	Human I Keypad, H Last Upda	iterface agcard and	I multiCLASS rea	Power Supply der POE	Cleared	Disabled O Ur Lock Br Sargent	tknown ? Pend bdy 82276 Mortise w	ling 🕐 Sync	chronized 🍋 (Refo	Out of S ad Lock
towing 1 to 1 of 1 entries Lock Details Status Details Lock Body Details Firmmare Details CC Firmmare Details	Pending Commands cood Mann Perso S_OP Serki	Events 1119-e093-49bc-a ifacturer na lon 07_cx_v3504 il Number	Users in Lo	ck Timezor ec8533 Network Ethernet Status Hardwar	nes in Lock Interface	9.03	Human In Keypad, H Last Upda	tterface agcard and ite Version	i multiCLASS rea	Power Supply der POE New Firmwar	Cleared	Disabled Ø Ur Lock Br Sargent	nknown ? Pend	ling 🕐 Sync	chronized 🍋 (Refo 18	Out of S
Lock Details Status Details Lock Details Status Details Firmware Details CC Firmware Details	Pending Commands e08d Mean Perso Verci 3_0P Seria	Events Events 119-e093-49bc-a afacturer na 007_cc_v3504 I Number sabled)	Users in Lo	ck Timezon 4:05533 Network Ethernet Status Hardward	nes in Lock Interface e Version	9.03	Human II Kaypad, H Last Upda	tterface agcard and ite Version	I multiCLASS rea	Power Supply der POE New Firmward	Cleared	Disabled Ø Ur Lock Bc Sargent	nknown ? Pend	ling 🕐 Sync	chronized 🍋 (Refo	Out of S
Lock Details Status Details Lock Details Status Details Code Details	Pending Commands «08d Mann Perior 3_0P Serie 0 (Die 14	Events Events 119-0093-49bc-a afacturer na 000 07_cc_v3504 I Number sabled)	Users in Lo	ck Timezon 4c8533 Network Ethernet Status Hardware	nes in Lock Interface e Version	9.03	Human In Keypad, H Last Updi Firmware	aterface agcard and the Version	l multiCLASS rea	Power Supply der POE New Firmward	Cleared	Disabled Ø Ur Lock Be Sargent	nknown ? Pend	ling 🕐 Sync	chronized 🍋 (Refor	Out of Si

The Reload Lock button is disabled (grey) unless the selected lock is out of sync (in an error state). The button is used to clear all the access rights and configuration settings and then send them again to clear the out of sync issue.

Radio Details

This tab shows the radio firmware and radio certificate details of the selected lock.

ASSA ABLOY DSR Support Tool								elcome admin 🧯	Change Pa	assword Help itatus 😑 EAC	o │ 💀 Signout : Callback Status
Facility View Configuration Settings > Decryption	Utility Reports	Utility ≻									
« Lock Detail						Total - 6	Confirmed - 5 Unk	nown - 1 Out o	f Sync - 0 Sj	ynchronized - 4	Pending - 1
Serial number Description	Type Online	Confirmed Sync Status	Battery Coin Cell Level Voltage	RSSI IP Address	Current Firmware	New Firmware Status	Estimated Battery Replacement Date	Radio Firmware Version	Radio Type	Radio Upgrade Process Status	New CC Firmware Status
PC736E0011PF0FAA Innovation Center 134	SxPx Battery Powered	 ✓ ● 	8.43 3.12	<u>. </u>	3_0p05_cx_v3256	NA	NA	5.2.3	GainSpan 2011		
Showing 1 to 1 of 1 entries						Clea	red 💼 Disabled ⊘	Unknown ? Pe	inding 🕖 Syn	chronized 🎅 (Dut of Sync 🍸
Radio Details Radio Details Status Details Per	iding Commands Eve	nts Users in Lock Status	Timezones in Lock Ba	Last Update	n						
5.2	.3	Mallel Comm		14-114 YOU							
TLSS	i_CA	N/A N/A		N/A N/A							
	Concern										
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Reader Details

This tab shows the reader details of the selected lock.

ACCA ADIC									Welco	me admin 🚨 🛛	hange Password	Help 📑 Signout
ASSA ADD.	T Dak aupport tool										DSR Status	EAC Callback Status
Facility View	Configuration Settings 🕨 🔹 Dec	ryption Utility Rep		tility >								
« Lock Detail							Total - 20	0 Confirm	ed - 20 Unknowr	1 - 0 Out of Sync -	0 Synchronized	1 - 14 Pending - 6
Serial number	Description	Туре	Online	Confirmed	Sync Status	Battery Level	Coin Cell Voltage	RSSI	IP Address	Current Firmware	New Firmware Status	Estimated Battery Replacement Date
PC949D0047SA0FCE	Reader NS POE Reader p06_3030	SxPx External Powered		~	0	NA.	.52		192.168.110.29	3_0p07_cx_v3498	NA	NA
Lock Details												
Reader Sam Revision	teader Details Status Details	Pending Command Reader Core Revision	is Ever	ats Users in	Lock State	Timezones in	Lock		Las 05	t Update May 2019 13:27:56		

Status Details

This tab shows the Last Time Lock Online, Next Expected Online schedule, Lock Reload Reason, Last Time Lock Reload of the lock.

Festing View Configuration Settings Decryption Utility Reports Utility setLock Detail Type Online Confirmed Speci Eastern Coning ISSI IP Address Garage No Social number Description Speci Online Confirmed Speci Eastern Coning No No No PC024E0231960FCA Investion Center 10 Speci Speci Image: Speci Investion No No No No No Status 10 1 0 1 of antices Speci Investion Coning Toecones in Lock Image: Special Investion No No No No No Lat Them Lock Online Online Online Online Image: Special Investion No	al - 6 Confirmed - :																	
Trans Trans <th col<="" th=""><th>al - 6 Confirmed - !</th><th></th><th></th><th colspan="14">Facility View Configuration Settings > Decryption Utility Reports Utility ></th></th>	<th>al - 6 Confirmed - !</th> <th></th> <th></th> <th colspan="14">Facility View Configuration Settings > Decryption Utility Reports Utility ></th>	al - 6 Confirmed - !			Facility View Configuration Settings > Decryption Utility Reports Utility >													
Strick lawneber Description Type Online Confirmed Strick Battery Coling Voltages RSS1 IP/diffees Currentian PG32469231M8FCA Innevation Center 110 Selverity Reserved Image: Selverity Reserved <td>al - 6 Confirmed - 1</td> <td>and see the set of the</td> <td></td> <td></td> <td></td>	al - 6 Confirmed - 1	and see the set of the																
Serial number Description Type Online Confirmed Strate Confirmed Strate Coline Rest Judgress Control Pressure B PE32440221100FCA Intervision Center 110 Strate Image: Strate<		- 5 Unknown - 1 Uut or	Sync - 0 Sy	mchronized - 4	Pending - 1													
PC34493319849C4 Innovation Center 110 Solven Present Image: Control Present	New Estir Firmware Battı Status Date	imated Radio ttery Firmware placement Version te	Radio Type	Radio Upgrade Process Status	New CC Firmware Status													
Denning 1 to 1 of 1 offses Pending Commands Events Users in Lock Lock Default Status Default Online Lock Rest Guiles schoold Online Online Lock Rest Guiles schoold Online Online Lock Rest Rest Guiles Filmerene Bit Timpered Users Rest Guiles Lock Rest Rest 16 Apr 2020 23:23:21 Image Rest Guiles	A NA	null	Ethernet															
Last Time Lock Online Online Lock Topicsch Online Mohles Online Lock Telend Flasson Rimmer Bit Tompered Last Time Lock Related 16 Apr 2020 23:23:21	Cleared U Dian	acced () clinkingini () Peri	ang (7 3).		or or sync													
Next Expected Online Activation Online Lock Related Reason Firmware Bit Tampered Last Time Lock Related 16 Apr 2020 22:2:231																		
Lock Relast Reson Fimmare Bit Tangered Last Time Lock Relaad 16 Apr 2020 23:23:31																		
Lan tim Joo Panan a a pi aa a aa aa aa																		

Pending Commands

This tab shows the list of pending commands on the selected lock.

ASSA ABL	OY DSR Support Tool											Welco	me admin 🚨	Change Par	ssword Help atus 🛛 🔵 EAC	a Signout
Facility View	Configuration Settings 🕨	Decryption Utility	Reports	Utility >												
« Lock Detail																
											Total - 6 Conf	irmed - 5 Unknow	vn - 1 Out of S	Sync - 0 Sy	nchronized - 4	Pending - 1
Serial number	Description		ype Online	Confirmed	Sync Status	Battery Level	Coin Cell Voltage	RSSI	IP Address	Current Firmware	New Firmware Status	Estimated Battery Replacement Date	Radio Firmware Version	Radio Type	Radio Upgrade Process Status	New CC Firmware Status
PC624E0231PA0FCA	A Innovation Center 110	Si Ei Pr	Px ternal O wered	~	e	9.03	3.14		192.168.1.6	3_0p07_cx_v3504	NA	NA	null	Ethernet		
Showing 1 to 1 of 1 e	ntries										Cleared	📋 Disabled ⊘ Un	iknown ? Penc	ding 🕖 Sync	hronized 🎅 O	ut of Sync 🍸
Lock Details	Status Details Pending	Commands Event	s Users in L	ock Timezor	es in Lock											
					PC624	E0231PA0FCA	- This access (point is syn	chronized.							
Last time lock synch	hronized	16 Apr 2020 23	:24:17													
CASSA ABLOY 2020 80	00-810-WIRE (9473) www.sargent/	ock.com 800810WIRE@a	ssaabloy.com DSR	Version : 8.0.9.0											ASS	A ABLOY



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Events

This tab shows the list of the last 200 events sent to the DSR. Certain events create multiple entries in this even log.

ASSA ABI	LOY DSR Support Tool										wd	come admin ;	Change P	lassword Hel Status 🛛 EA	p 🗃 Signout C Callback Status
Facility View	Configuration Settings > Decryption Utilit	y Reports	Utility >												
« Lock Detai	il														
										Total - 6 Co	onfirmed - 5 Unkn	own - 1 Out o	f Sync - 0 S	iynchronized - 4	Pending - 1
Serial number	Description	Type Online	e Confirmed	Sync Status	Battery Level	Coin Cell Voltage	RSSI	IP Address	Current Firmware	New Firmware Status	Estimated Battery Replacement Date	Radio Firmware Version	Radio Type	Radio Upgrade Process Status	New CC Firmware Status
PC624E0231PA0FC	CA Innovation Center 110	SxPx External Powered	~	e	9.03	3.14		192.168.1.6	3_0p07_cx_v3504	NA	NA	null	Ethernet		
Showing 1 to 1 of 1	entries									Cleare	d 💼 Disabled ⊘ I	Unknown ? Pe	nding 🕖 Syr	ochronized 🍣	Out of Sync 🍸
Lock Details	Status Details Pending Commands Ex	vents Users in I	Lock Timezon	es in Lock											
Sr No.	Date •					Family				Action				Origin	
1	28 Apr 2020 12:1	0:00				GENERAL				MODE_PASSAGE	_TIMED			DOOR	-
2	28 Apr 2020 10:4	15:14				GENERAL				COMMUNICATION	N_START			DOOR	
3	27 Apr 2020 18:3	10:30				ALARM				DOOR_HEI	LD			DOOR	
4	27 Apr 2020 18:3	10:00				GENERAL				MODE_NOR	MAL			DOOR	
5	27 Apr 2020 12:1	0:00				GENERAL				MODE_PASSAGE	_TIMED			DOOR	
6	26 Apr 2020 12:3	10:30				ALARM				DOOR_HEI	LD			DOOR	
7	26 Apr 2020 12:3	10:00				GENERAL				MODE_NORI	MAL			DOOR	
8	26 Apr 2020 09:1	5:00				GENERAL				MODE_PASSAGE	_TIMED			DOOR	
9	25 Apr 2020 12:3	10:30				ALARM				DOOR_HEI	LD			DOOR	-

Users In Lock

This tab shows the user details that exist in the lock. The user's ID, user position in the lock, associated tome zone position, and user type is shown in tabular format. All columns are sortable.

NOTE: For one time users, the remaining/available use count is displayed in the User Count column. For users other than "one time", this column shows N/A (Not Applicable).

ASSA ABL	LOY DSR Support Tool											We	elcome admin 🛔	L Change Pa	assword Help tatus 😑 EAC) 📄 Signout Callback Status
Facility View	Configuration Settings > Decryption Uti	lity Repo	rts Ut	ility >												
« Lock Detai	il															
											Total - 6 Co	nfirmed - 5 Unkr	10wn - 1 Out of	Sync - 0 Sy	nchronized - 4	Pending - 1
Serial number	Description	Туре	Online	Confirmed	Sync Status	Battery Level	Coin Cell Voltage	RSSI	IP Address	Current Firmware	New Firmware Status	Estimated Battery Replacement Date	Radio Firmware Version	Radio Type	Radio Upgrade Process Status	New CC Firmware Status
PC624E0231PA0FC	A Innovation Center 110	SxPx External Powered	•	~	e	9.03	3.14		192.168.1.6	3_0p07_cx_v3504	NA	NA	null	Ethernet		
Showing 1 to 1 of 1 e	entries										Cleare	d 🛍 Disabled ⊘	Unknown ? Per	nding 🕖 Sync	chronized 🎅 (Dut of Sync 🌱
Lock Details	Status Details Pending Commands	Events U	sers in Lock	د Timezone	25 in Lock											
Lock Details	Status Details Pending Commands User ID	Events U	sers in Lock	t Timezone	25 in Lock			Associat	ted Time Zones	: Position		Use	r Type _		Use Count	
Lock Details Sr No. 1	Status Details Pending Commands User ID a918ffc7-52ee-498e-ab2a-db	Events U 5a994499972	sers in Lock	Timezone Pos	es in Lock sition 3			Associat	ted Time Zones 6	Position		Use SUP	r Type = ERVISOR		Use Count N/A	~
Lock Details Sr No. 1 2	Status Details Pending Commands User 10 a918ffc7-52ee-498e-ab2a-db a92be1940-1b2a-42c1-8644-3	Events U Sa99449972 Ibff64ee9b6c	sers in Lock	s Timezone Pos	es in Lock Sition 3 5			Associat	ted Time Zones 6 6	: Position		Use SUP SUP	r Type - ERVISOR ERVISOR		Use Count N/A N/A	^
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Timezones in Lock

This tab shows time zone positions occupied in the lock. Associated schedule ID, schedule start time, end time, time zone position, time zone mode and schedule days are displayed in tabular format.

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Time zone definitions:

- Normal users assigned to this timezone have access during it.
- UAPM User Activated Passage Mode, users assigned to this timezone can double swipe to leave the door unlocked for the duration of the timezone. They can double swipe to relock it.
- AutoFPT First Person Through the door with valid access during the timezone causes the door to unlock for the duration of the timezone.
- AutoTime the door automatically unlocks for the duration of the schedule.
- AMO used for changing credential requirements, e.g. card only versus card and pin, on schedule.





Battery Graph

This tab shows the current status of the battery and estimated battery replacement date of the selected lock. This tab is not visible for PoE and hard powered locks. Estimated battery replacement date is calculated based on historical data for each lock. Recently added locks to the system may not have enough data to estimage replacement date.



RSSI Graph

This tab shows the previously reported signal strength of the network signal in a graphical format. This tab is not visible for PoE and legacy locks.





Viewing and Changing Lock Configuration

The **Configuration Settings** tab allows the user to make changes to the DSR and lock configuration with functions such as Controller Settings, Network Settings, Reader Settings, and Server Settings. Each of these options can have multiple selections.

Configuration Settings 🔻						
Controller Settings 🛛 👻	Γ					
Network Settings 🛛 👻						
Reader Settings 🛛 👻						
Server Settings 🔷 👻						

Controller Settings

The Controller Setting menu allows the user to select controller options such as AES Encryption, Device Specific Commands, System Configurations, and Firmware Upload.

(Configuration Settin	ngs 🔻	Decryption Utility
1	Controller Settings	۲	AES Encryption
	Network Settings	-	Device Specific Commands *
	Reader Settings	-	System Configurations
1	Server Settings	-	Firmware Upload



AES Encryption

This screen allows the user to set the AES encryption key. This key is used to encrypt the messages between the lock and the DSR. The AES Encryption Key Configuration screen is accessed from *Configuration Settings>Controller Settings>AES Encryption*.

WARNING: Many DSR integrations support the configuration of AES key settings through the access control system application. If the host software supports a feature exposed here, DO NOT configure it in the DSR. Otherwise the host application may occasionally overwrite these settings and cause confusion at the system operator and cardholder level. Please contact technical support if you are unsure about whether to configure an option in the DSR or in the host application.

ASS/		ool			Welcome admin 💄 Change Password Help 📑 Signout 💿 DSR Status 🔹 EAC Callback Status
Facilit	ty View Configuration Setting	Decryption Utility Re	ports Utility >		
AES	Encryption Key Configura	tion			
Pr	ivate Key				
O sł	nared Key Key	Encrypti	on Off Key lifespan in secon	ds 86000 Apply	
	Serial ID	Кеу	Encryption	Key lifespan in seconds	Last updated
	PC002D0338SF47AA		Off	0	î
	PC417E0018PF06AA		Off	0	
	PC624E0231PA0FCA		Off	0	
	PC713D0169SA06CA		Off	0	
	PC736E0011PF0FAA		off	0	
	PC738E0260PF0FAA		Off	0	~
ок	Cancel				

The top part of the screen allows the user to select the Key Type, either Private Key (default)or Shared Key. Shared Key uses one (starting) AES key for all locks in the system for easier setup. If the key lifespan is set to anything other than 0, the key for each lock will roll to a unique value. Private Key sets a unique starting key for each lock from the very beginning.

If Shared Key is selected, the following settings have to be made:

- Key this is the key identification number (32 character hexadecimal string)
- **Encryption** select On or Off (default)
- **Key lifespan in seconds** default value is 86000 seconds. The allowed range is 60-86000. The key will not roll over if the value is set to 0.



NOTE: If using this feature, the initial key loaded in the DSR Support Tool MUST match the initial key loaded into the lock with the Lock Configuration Tool (LCT). To manually change or reset the key on the lock, an initial key will need to be loaded into the lock with LCT.

The bottom part of the screen contains a lock list. Only confirmed locks are displayed. Each lock is displayed with the lock Serial Number, Encryption Key, Encryption status (on/off), Key Lifespan value, and when the key was last updated.

To edit lock information when Private Key is selected, click on the checkbox next to the desired lock Serial Number. This allows the Encryption Key, Encryption Status, and Key Lifespan fields to be edited. If the Encryption Status is set to ON, values must be entered in the Encryption Key and Lifespan fields. If Encryption Status is set to OFF, the Encryption Key and Lifespan fields must be blank. Save the changes by clicking the **OK** button.

To edit lock information when Shared Key is selected, select multiple locks from the list by clicking on multiple checkboxes. Enter the shared encryption key in the Encryption Key field in the top part of the screen. Set the Encryption Status to ON and set the Lifespan value. Click the **Apply** button to apply the shared key to the selected locks. Once the key is applied, click the **OK** button to save the changes.

To turn off the Encryption Key, select multiple locks from the list by clicking on multiple checkboxes. Change the Encryption Status to OFF. Click the **Apply** button. Click the **OK** button to save the changes.

Device Specific Commands

This menu has two selections, Default Settings and Custom Settings, that allow the user to set the system defaults and custom settings for locks.



WARNING: Most DSR integrations support the configuration of many Device Specific Commands through the access control system application. If the host software supports a feature exposed here, DO NOT configure it in the DSR. Otherwise the host application may occasionally overwrite these settings and cause confusion at the system operator and cardholder level. Please contact technical support if you are unsure about whether to configure an option in the DSR or in the host application.



Default Settings

Default Settings allow the user to add or update the default configuration items, filters, alarms, or lock limits. The default parameters are saved in the DSR database and will be sent to each lock once the lock is confirmed. For existing locks, if default configuration settings are added to each lock once or updated, the latest settings are applied only if custom settings are not set for the lock. Custom settings always supercede the default settings.

ASSA ABLC	₩ DSR Suppor	rt Tool		Welc	ome admin 🚨 Change I 🔵 DSR :	Password Help 🗃 Sir Status 🛛 🔵 EAC Callback	gnout Status					
Facility View	Facility View Configuration Settings > Decryption Utility Reports Utility >											
Default Device	Specific Com	ımands										
Note :- Factory default	signifies that no defa	ault values is set.										
Configuration Iter	ms Filters	Alarms Lock Limits										
	Item Code 🔺	Configuration Items	Description	Туре	SxPx Battery Power	SxPx External Powe						
	72	CONFIGITEM_VISIBLE_FEEDBACK	Visible Feedback Enable	BOOL	Factory Default	Factory Default	^					
	73	CONFIGITEM_AUDIBLE_FEEDBACK	Audible Feedback Enable	BOOL	True	True						
	74	CONFIGITEM_VISIBLE_INDICATORS	Visible Indicators Enable	BOOL	True	True						
	75	CONFIGITEM_AUDIBLE_INDICATORS	Audible Indicators Enable	BOOL	True	True						
	76	CONFIGITEM_2NDPINDURATION	Wait For 2nd PIN Duration (seconds)	U8	Factory Default	Factory Default						
	77	CONFIGITEM_LOCKOUT_ATTEMPTS	Invalid Attempts Until Lockout	U8	Factory Default	Factory Default						
	78	CONFIGITEM_LOCKOUT_DURATION	Duration Of Lockout (seconds)	U8	Factory Default	Factory Default						
	80	CONFIGITEM_ICIDLE_DURATION	Invalid Credential Idle Reset Time (seconds)	U8	40	40						
	83	CONFIGITEM_PANIC_MODE	Panic Mode	BOOL	Factory Default	Factory Default						
	104	CONFIGITEM_DOOR_AJAR_TIME	Door Ajar Time (seconds)	U8	Factory Default	Factory Default						
	105	CONFIGITEM_SESSION_TIMEOUT	Session Timeout	U8	30	30						
	114	CONFIGITEM_SCHEDULER_TYPE	Scheduling Algorithm	U8	Simple	Disable						
	115	CONFIGITEM_SCHEDULER_AWAKE	Scheduler Awake Duration (decaseconds)	U8	3	3						
	116	CONFIGITEM_SCHEDULER_PERIOD	Period Scheduler Awakens (minutes)	U16	1440	Factory Default						
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Save Cancel												

There are four tabs on this page:

• Configuration Items (default selection)

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- Filters
- Alarms
- Lock Limits



Configuration Items

This table shows a list of configuration parameters that can be set as default. The following fields are displayed:

- Check box for configuration item selection
- Item Code (default sorted)
- Configuration Item
- Description
- Item
- SX PX Battery Powered (editable field)
- SX PX External Powered (editable field)

Parameters can be edited after selecting the checkbox. Parameters which are not set as default in DSR are shown as 'factory default', which means that no default values are set. A few of the parameters have predefined values set in DSR that are displayed in the list. These values can be updated but they cannot be set to be blank.

Once the defaults are defined, only those settings may be updated. Settings cannot be set back to a 'factory default'.

To set default configuration items, do the following:

- 1. Select the checkbox for the configuration items to be set as default, multiple selection is possible.
- 2. Select or set the value in the SX PX battery powered column or the SX PX external powered column, or both. The values in the SX PX battery powered column define the default values to be set on Wi-Fi battery powered locks. The values in the SX PX external powered column define the default values to be set on external powered locks.
- 3. Once all values are selected, click the **SAVE** button. A success message is displayed.

Some of the Configuration Items have Tool Tips that provide guidance on setting values, such as setting ranges, setting increments, etc. To see the Tool Tip, mouse over the Configuration Item.



Filters

NOTE: Many EAC systems have built-in event filtering. It may be preferable to filter the events at the EAC level instead of lock or DSR. Please contact your EAC's technical support before filtering out any events in the DSR Support Tool.

This tab has two radio buttons, SX PX Battery Powered (default selected) and SX PX External Powered. The table shows a list of locks based on the radio button selection. The following fields are displayed:

- Check box for event filter selection
- Item Code (default sorted)
- Event filters
- Reporting toggle button (ON/OFF) controls whether an event is reported to the access control software
- Recording toggle button (ON/OFF) controls whether an event is recorded locally at the lock controller

NOTE: If the reporting and/or recording toggle switches are set to ON for any event filter, that event will NOT be recorded and/or reported. An ON setting means the event is being filtered out. An OFF setting means the event is being recorded/reported.

For an event to be reported, recording must also be allowed. If an event is not recorded, it cannot be reported.

By default there are ten (10) event filters that have reporting and recording set to ON. These events are filtered out by default.

INVALIDPIN USERADDED USERDELETEDCOMENDED

COMUSER NVRAMOK USERREPLACED USERUPDATED

CHECKSUMCONFIG CHECKSUMTZ

To set default filters, do the following:

- 1. Select the checkbox for the filters to set as default, multiple selection is allowed. Edit mode is enabled for the selected filters.
- 2. Set the toggle button in the Reporting column to ON to filter out reporting.
- 3. Set the toggle button in the Recording column to ON to filter out recording.
- 4. Click the **SAVE** button. A pop-up success message appears.
- 5. Click the **OK** button.

If custom filters ARE NOT present for the locks (selected based on door type), then the updated default values are pushed to all the locks specific to the selected door type.



If custom filters ARE present for the locks (selected based on door type), then a pop-up message appears asking the user if they want to overwrite the custom settings. Clicking the **OK** button in the pop-up updates the locks and overwrites the custom settings. Clicking the **CANCEL** button in the pop-up updates only the locks that do not have custom filter values.

Alarms

This tab has two radio buttons, SX PX Battery Powered (default selected) and SX PX External Powered. The table shows a list of locks based on the radio button selection. The following fields are displayed:

- Check box for alarm selection
- Item Code (default sorted)
- Alarm Name
- Security Mode (ON/OFF)
- Passage Mode (ON/OFF)
- Rx Held Mode (ON/OFF)
- Log When Secure (ON/OFF)
- Log In Passage (ON/OFF)
- Log When Rx Held (ON/OFF)

To set default alarms, do the following:

- 1. Select the checkbox for the alarms to set as default, multiple selection is allowed. Edit mode is enabled for the selected alarms.
- 2. Set the toggle button in any or all of the columns to set the desired alarm configuration.
- 3. Click the **SAVE** button. A pop-up success message appears.
- 4. Click the **OK** button.

If custom alarms ARE NOT present for the locks (selected based on door type), then the updated default values are pushed to all the locks specific to the selected door type.

If custom alarms ARE present for the locks (selected based on door type), then a pop-up message appears asking the user if they want to overwrite the custom settings. Clicking the **OK** button in the pop-up updates the locks and overwrites the custom settings. Clicking the **CANCEL** button in the pop-up updates only the locks that do not have custom alarm values.



Experience a safer and more open world

Lock Limit

This tab displays a list of lock limits that can be set as defaults. The following fields are displayed:

- Check box for limit selection
- User Limit (10000 default)
- Time Zone Limit (256 default)
- Exception Limit (256 default)
- Exception Group Limit (256 default)
- Event Log Entries Limit (30000 default)
- Declined Log Entries Limit (30000 default)
- Alarm Log Entries Limit (30000 default)
- Network Log Entries Limit (512 default)
- Command Log Entries Limit (2048 default)

NOTE: These settings should only be adjusted if directed to do so by technical support.

To set a lock limit, do the following:

- 1. Select the checkbox for the lock limits to set as default, multiple selection is allowed. Edit mode is enabled for the selected lock limits.
- 2. Change the values for the selected lock limits.
- 3. Click the **SAVE** button. A pop-up success message appears.
- 4. Click the **OK** button.



Custom Settings

Custom Settings allow the user to set the customized configuration items, filters, and alarms to all battery powered locks or all external powered locks, or to a specific lock.

				Welcome admin	A Change Passwor	d Help 🖃 Signout
ASSA ABLOT Bak support 100	'				🔵 DSR Status	EAC Callback Status
Facility View Configuration Settings	Decryption Utility	Reports	Utility >			
Access Points	Custom Device S	Specific Co	ommands			
E PC002D0338SF47AA	SxPx Battery Powered	O SXPX EX	tternal Powered			
PC736E0011PF0FAA	Configuration Items	Filters	Alarms Lock Limits			
PC738E0260PF0FAA						
		Item Code 🕳	Configuration Items	Description	Туре	Value
		72	CONFIGITEM_VISIBLE_FEEDBACK	Visible Feedback Enable	BOOL	^
		73	CONFIGITEM_AUDIBLE_FEEDBACK	Audible Feedback Enable	BOOL	
		74	CONFIGITEM_VISIBLE_INDICATORS	Visible Indicators Enable	BOOL	
		75	CONFIGITEM_AUDIBLE_INDICATORS	Audible Indicators Enable	BOOL	
		76	CONFIGITEM_2NDPINDURATION	Wait For 2nd PIN Duration (seconds)	U8	
		77	CONFIGITEM_LOCKOUT_ATTEMPTS	Invalid Attempts Until Lockout	U8	
		78	CONFIGITEM_LOCKOUT_DURATION	Duration Of Lockout (seconds)	U8	
		80	CONFIGITEM_ICIDLE_DURATION	Invalid Credential Idle Reset Time (seconds)	U8	
		83	CONFIGITEM_PANIC_MODE	Panic Mode	BOOL	
		104	CONFIGITEM_DOOR_AJAR_TIME	Door Ajar Time (seconds)	U8	
		105	CONFIGITEM_SESSION_TIMEOUT	Session Timeout	U8	
		114	CONFIGITEM_SCHEDULER_TYPE	Scheduling Algorithm	U8	
		115	CONFIGITEM_SCHEDULER_AWAKE	Scheduler Awake Duration (decaseconds)	U8	
		116	CONFIGITEM_SCHEDULER_PERIOD	Period Scheduler Awakens (minutes)	U16	
		117	CONFIGITEM_SCHEDULER_HOD	Scheduler Hour Of Day Map	STRING	()
		118	CONFIGITEM SCHEDULER DOW	Schadular Day Of Weak Man	118	A Y
	OK Cancel					
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Custom Settings to All Locks:

The Custom Device Specific Commands page displays custom commands. The left panel displays a list of locks. The locks displayed can be Battery Powered or External Powered locks, depending on the radio button selection. By default Battery Powered locks is selected. The four tabs, Configuration Items, Filters, Alarms, and Lock Limits are the same as they are for the Default Settings. Please refer to the sections above for details in setting each of these items.

Custom Settings to a Specific Lock:

To set custom settings to a specific lock, select the lock from the list in the left panel on the screen. Any settings made to items in the Configuration Items, Filters, Alarms, and Lock Limits tabs will apply only to the selected lock. The four tabs, Configuration Items, Filters, Alarms, and Lock Limits are the same as they are for the Default Settings. Please refer to the sections above for details in setting each of these items.



Configuring Wireless Lockset Contact Schedules in the DSR

The following configuration parameters determine the exact contact time for a battery powered WiFi lock. The default contact schedule for a battery powered Wi-Fi lock is once every 24 hours. When defining your own wakeup schedule, it is recommended to not schedule more than 50 locks to connect at the same time.

- CONFIGITEM_SCHEDULER_TYPE-114
- CONFIGITEM SCHEDULER PERIOD-116
- CONFIGITEM SCHEDULER HOD-117 [Hour of day scheduling]
- CONFIGITEM SCHEDULER DOW-118 [Day of week scheduling]
- CONFIGITEM SCHEDULER DOM-119 [Day of month scheduling]
- CONFIGITEM SCHEDULER HM1-120 [On at hour:minute #1]
- CONFIGITEM SCHEDULER HM2-121 [On at hour:minute #2]
- CONFIGITEM SCHEDULER HM3-122 [On at hour:minute #3]
- CONFIGITEM SCHEDULER HM4-123 [On at hour:minute #4]

CONFIGITEM_SCHEDULER_TYPE-114

This parameter determine which scheduling algorithm is used:

- SCHEDULERTYPE_SIMPLE [1] connect every X minutes
- SCHEDULERTYPE_DOM [2] connect at specific times on certain calendar days of the month
- SCHEDULERTYPE_DOW [3] connect at specific times on certain, or all, days of the week. Supports up to four (4) wake ups per day.
- SCHEDULERTYPE_COMMUSER [4] lock does not wake up on any schedule. Will wake up only when a special credential is presented or a real-time alarm occurs.
- SCHEDULERTYPE_HOD [5] connect at specific times on certain, or all, days of the week. Support more than four (4) wake ups per day.
- SCHEDULERTYPE_OFF [6] not recommended
- SCHEDULERTYPE_HARDON [0] radio is always on (battery powered locks should not be set to this)

For the SCHEDULERTYPE_SIMPLE, SCHEDULERTYPE_DOM, SCHEDULERTYPE_DOW, and SCHEDULERTYPE_COMMUSER modes, the radio is normally off and only powered up when either a scheduling condition is met, as in the case of SIMPLE, DOM, and DOW, or a Comm User credential is presented.



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How to Enable Scheduling of Different Modes

- To have the lock always online: Set CONFIGITEM_SCHEDULER_TYPE 114 to 0 (always connected). This should NOT be used for battery powered locks as it will rapidly exhaust the battery.
- To have the lock wake up every x minutes: Set CONFIGITEM_SCHEDULER_TYPE 114 to 1. Set x is with CONFIG #116 - Period Scheduler Awakens. Value may be from 1 to 65535 minutes.
- To have the lock wake up certain times of day on certain days of the calendar month: Set CONFIGITEM_SCHEDULER_TYPE 114 to 2. Set CONFIG #119 - Scheduler Day of Month Map to choose the days of the month. Set up to four (4) exact times of day using Configuration Parameters (set a time to 00:00 to disable it):

120 - Scheduler on at Hours:Minutes #1

121 - Scheduler on at Hours:Minutes #2

122 - Scheduler on at Hours:Minutes #3

123 - Scheduler on at Hours:minutes #4

• To have the lock wake up at certain times of day on certain days of the week: For four (4) or fewer wakeups per day, set CONFIGITEM_SCHEDULER_TYPE 114 to 3. Choose days of the week with CONFIG #118 - Scheduler Day of Week Map. Set up to four (4) exact times of day using Configuration Parameters (set a time to 00:00 to disable it):

120 - Scheduler on at Hours:Minutes #1

121 - Scheduler on at Hours:Minutes #2

122 - Scheduler on at Hours:Minutes #3

123 - Scheduler on at Hours:minutes #4

For more than four (4) wakeups per day, set CONFIGITEM_SCHEDULER_TYPE 114 to 5. Select CONFIGITEM SCHEDULER HOD 117 and select the desired wake up times. Select CONFIGITEM)SCHEDULER_DOW 118 and select the desired days of the week.

• To disable scheduled wakeup: Set CONFIGITEM)SCHEDULER_TYPE 114 to 4 (not recommended to disable scheduled wakeup).



System Configurations

This screen allows the user to set Pulse Open expiration time in milliseconds. This time determines the maximum time an unlock command from the EAC will be held for a battery powered Wi-Fi lock.

The System Configurations screen is accessed from *Configuration Settings*>Controller Settings>System Configurations.

ASSA ABL	OY DSR Support Tool				Welcome admin 💄 Change Password 💿 DSR Status	Help ➡ Signout ● EAC Callback Status
Facility View	Configuration Settings >	Decryption Utility	Reports	Utility 🕨		
System Conf	igurations					
	Item Co	ode		Config Name	Config Value (Min)	
	0			Pulse Open Expiration Time	3	
Save Concel						
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DSR Support Tool User Manual

Firmware Upload

This screen allows the user to upload controller firmware to a batch of locksets. The firmware upload screen is accessed from *Configuration Settings>Controller Settings>Firmware Upload*.

ASSA ABLOY DSR Support Tool	Welcome admin 👗 Change Password Help 🚍 Signout 💿 DSR Status 🔹 EAC Callback Status
Facility View Configuration Settings Decryption Utility Reports Utility	
Firmware Upload	
O SxPx Units	
Firmware Version: [3_0p09_cx_v2531] (This version of firmware will be applied to selected locks.) CC Firmware Version: v00.0	1.00.95
Search:	Search:
Serial Number * Description	Serial Number * Description
PC624E0231PA0FCA Innovation Center 110	No data available in table
PC713D0169SA06CA Innovation Center 119	
PC736E0011PF0FAA Innovation Center 134	
PC738E0260PF0FAA Innovation Center 107	
*	
Ý	v
	Apply
Note: Offline POE and Hard-Powered locks cannot be selected until they are back online.	
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By default, the latest firmware version is selected in the Firmware Version dropdown list. The latest version or any other available firmware version can be selected from the list.





There are two panels on the Firmware Upload screen:

- Left panel shows a list of all confirmed Sx/PX battery or external powered locks for which DSR knows the existing firmware versions. Details of the locks (lock type and firmware version) are displayed along with the serial number in the left panel.
- Right panel shows the list of locks selected for firmware upload.

To select a lock for firmware upload, select the desired lock in the left panel and click the > button. To select all of the locks, click the >> button.

To remove a lock from the firmware upload list on the right panel, select the desired lock and click the < button. To remove all of the locks from the upload list, click the << button.

When all of the desired locks are in the right panel, click the **Apply** button. If there are no locks listed in the right panel, the Apply button is disabled.

ASSA ABLOY DSR Support Tool	Welcome admin	 Change Password Help Signout DSR Status EAC Callback Status
Facility View Configuration Settings > Decryption Utility Reports Utility >		
Firmware Upload		
SxPx Units Wifi Comm Units		
Firmware Version: [2_0p09_cx_v3531 *] (This version of firmware will be applied to selected locks.) CC Firmware Version: v00.01.00.95		
Search: *		Search:
Serial Number A Description ϕ Voltage ϕ CC Firmware Version ϕ Firmware Version ϕ Serial Number A Description	Voltage 👙	CC Firmware Version Version \$
PC624E0231PA0FCA Innovation Center 110 PC36E0011PF0FAA Innovation Center	er 134 🗾 08.48	3_0p05_cx_v3256
PC738E0260PF0FAA Innovation Center 107		
»		
*		-
5 F 6		,
		Apply
Note: Offline POE and Hard-Powered locks cannot be selected until they are back online.		
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A message prompt appears on the screen with a notification of the firmware upgrade. Each lock selected will be upgraded on its next session. Once a lock begins its download, the process will take several minutes, during which time the lock will be unresponsive.

NOTE: Hard powered (always connected) locksets will begin updating immediately. Wireless locks that are disconnected are queued for an upgrade upon their next connection.



Network Settings

This selection allows the user to upload radio firmware, update radio configuration, update network configuration, and upload certificate files to the server.

Configuration Settin	ngs 🔻	Decryption Utility Repor
Controller Settings	•	
Network Settings	•	Radio Firmware Upload
Reader Settings		Radio Certificate Update
Server Settings	•	Network Configuration Update
		Radio Configuration Creator
		Upload Certificate Files to Server

Radio Firmware Upload

This screen allows the user to upgrade the radio firmware on selected locks. This interface allows the user to upload radio firmware version for multiple locks at the same time. Locks with a GS1500 radio must have a radio configuration profile made for them before the firmware upgrade process. Please see "Radio Configuration Creator" on page 29 for instructions on how to do so.

The Radio Firmware Upload screen is accessible from *Configuration Settings>Network* Settings> Radio Firmware Upload.

						w	elcome admin 🚨 Change Password Help	📑 Signout
							😑 DSR Status 🛛 🔵 EAC	Callback Status
Facility View	Configuration Settings >	Decryption Utility	Reports	Utility 🕨				
Radio Firmwa	re Upload							
Radio Firmware Version:	gs2011_s2w_5.5.5 (This version of radio	bin ✓ firmware will be applied to s	elected locks.)				
		Search:		^			Search:	^
Serial Numbe	r A Description	Voltage	Radio Fin Version	mware _‡		Serial Number 🔺 Description	≑ Voltage ≑ Radio Firmwa Version	e ÷
PC736E0011PF0F	AA Innovation Center 134	08.74	5.2.3			No data a	available in table	
PC738E0260PF0F	AA Innovation Center 107	I 07.27	5.5.1					
					>			
					~			
					<			
					«			
<				>		5		~
								Apply
* Mandatory Fie	lds							
Note: Offline Ha	rd-Powered locks cannot be s	selected until they are b	ack online.					
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By default, the latest radio firmware version is selected in the **Radio Firmware Version** dropdown list. The latest version or any other available firmware version can be selected from the list. If DPAC Firmware Image is selected, then the controller firmware version is displayed next to the Radio Firmware Version dropdown list.

Radio Firmware Upload

Radio Firmware Upload

Version:



Controller Firmware (After radio firmware upgrade) : 3_0n18

Radio Firmware DPAC Firmware Image 🔻 mware will be applied to selected locks.) Version: (This version of radio fi



There are two panels on the Radio Firmware Upload screen:

- Left panel shows a list of all confirmed Sx/PX battery or external powered locks for which supports Over-the-Air radio firmware upgrade. Not all locks can accept a radio firmware upgrade. Details of the locks (description, voltage, and firmware version) are displayed along with the serial number in the left panel. Locks will be displayed based on the radio firmware version selected. Locks which have similar radio firmware version compared to selected radio firmware version will not be displayed on the screen.
- Right panel shows the list of locks selected for radio firmware upload.

To select a lock for firmware upload, select the desired lock in the left panel and click the > button. To select all of the locks, click the >> button.

To remove a lock from the firmware upload list on the right panel, select the desired lock and click the < button. To remove all of the locks from the upload list, click the << button.

When all of the desired locks are in the right panel, click the **Apply** button. If there are no locks listed in the right panel, the Apply button is disabled.

ASSA ABL	OY DSR Support Tool	I						Welcome admir	I 🔒 Change Passv OSR Statu	vord Help 🗃 🗄 us 🛛 🔵 EAC Callba	Signout ck Status
Facility View	Configuration Settings >	Decryption Utility	Reports	Utility 🕨							
Radio Firmw	are Upload										
Radio Firmware Version:	gs2011_s2w_5.5.5 (This version of radio	.bin ▼ firmware will be applied to	selected locks.)								
		Search:		A					Search:		*
Serial Numbe	r 🔺 Description	Voltage	Radio Fire Version	nware 🖕		Serial Number	Description		♦ Voltage ♦ Ra	adio Firmware ersion	÷
PC736E0011PF0F	AA Innovation Center 134	08.48	3 5.2.3			PC738E0260PF0FAA	Innovation Center	r 107	07.27 5.5.	1	-
4				•	> > <	4					×
* Mandatory Fie Note: Offline Ha	lds rd-Powered locks cannot be s	elected until they are ba	ck online.							•	pply
MASSA ABLOY 2020	00-810-WIRE (9473)	tlack.com 800810WIRE@cc	saablov com L De	D Version • 8-0.0	0					14 <u>42</u> 24	

A message prompt appears on the screen with a notification of the firmware upgrade. Each lock selected will be upgraded on its next session. Once a lock begins its download, the process will take several minutes, during which time the lock will be unresponsive.

NOTE: DAPC radio cannot be downgraded to a lower version. GS2011 and GS2015 can be downgraded to a lower version. GS1500 can be downgraded, but this should only be done when directed by technical support.



Radio Certificate Update

This screen allows the user to update the network certificates of the locks over-the-air. Network certificates are uploaded using the *Upload Certificate Files to Server* screen. ("Upload Certificate Files to Server" on page 30). The Radio Certificate Update screen is used to select the certificate that will be used to update the locks. This can be done as a bulk update process.

This feature is only available for certain models of lock radios. Please consult technical support for help determining if the lock(s) have a supported radio. Also, the firmware version must be 3_0p04_v1883 or higher.

The Radio Certificate Update screen is accessed from *Configuration Settings*>*Network Settings*>*Radio Certificate Update*.

SSA ABLO	Y DSR Support Tool					Welcome ac	lmin 💄 Change P 🔵 DSR S	assword Help itatus 🔵 EAC	allback Statu
Facility View	Configuration Settings >	Decryption Utility	Reports	Utility 🕨					
No network cer	tificates found in the systen	n. You first need to uploa	ad the certificat	e files to the server. c	lick <mark>here</mark> to go to certificate upload pa	age.			
adio Certifica	te Update								
Select the typ	e of certificate to upload	l whether a network	certificate o	r any other certific	ate				
Network Certific	ate Network Type:	EAP-TLS 🗸	CA	Certificate:*	Client Certificate:*	~	Private Key File:	•	~
O Other Certificate	Radio Certificate Alias:*		Ce	rtificate:*	\sim				
Serial Number	Description Innovation Center 101		Radio Firmw Version	are 🍦	Serial Number 🔺 Descri	iption No data available	Voltage in table	Radio Firmw Version	are 🍦
PC736E0011PF0FA	A Innovation Center 134	07.32	5.2.3						
PC738E0260PF0FA	A Innovation Center 107	07.27	5.5.1	>					
				»					
				<					
				«					
					-				
				~					~
<				>	<				>
								400	A ADLA

For battery powered locks, after applying the radio certificates it may be desirable to manually bring the lock online to start the process early. If this is not done, the radio certificate update commands are executed whenever the lock next comes online. The status of the radio certificate update can be seen on the Lock Details sub-tab.

ASSA ABLON	Y DBR Bupport Tool										-	alem 1 Darge Ressord Help 1 Specif
Techny Texas 1	aligentics billings () through a	Nilly Name Millyr										
+ Lock Detail												
											frains Enfination Interest	1.1 (and Sec. 2.1 (Anterstand - 2.1 Androp - 2
Secial sumber	Inscription	Tage	(index	Lodenad	Name Stations	Battery Local	Calls Call Tradespt	8001	IP Address	Gerrard Fermions	New Fermiourn Status	Estimated Rathery Replacement Data
PERCENTERS.	Paral (- Reader	stuty betters Revend		×.		100 K.M.	1.0	4	100.000.001.48	UNICOM	84	-
Decision of Landa	•										(hand 🛢 (hadred ()) (rise	aun 🍸 Handry 🚫 Handronsel 🏖 line af hang 🌱
Lock Details Re	dis Details Distan Details Pass	ling Commands Events Tears in Lock	Tenacona	ting and	ry traph RDD	t traph						
Realiz Details		111		Balan			Lost Update					
Radio Derrificana Derarto		No.		Valid From Vite Vite			National State					
Rado Gerifican Uplina	linearla	Cartificate Hiss. 5.1, p. 2017		Cartificate III Cartificate			thefan Instance					



Network Configuration Update

This screen allows the user to change network parameters for GS1500 and GS2011 locks only.

When a lock is configured for the first time, network parameters are pushed through LCT (Lock Configuration Tool). After that initial configuration, the lock's network settings can be adjusted through this tool.

The Network Configuration Update screen is accessible from *Configuration Settings*>Network Settings> Network Configuration Update.

ASSA ABL	OY DSR Support Tool							Welcome adm	in 🚨 Change Pass	word Help 🖃 Signout
Facility View	Configuration Settings >	Decryption Utility	Reports	Utility >						
📥 No network pr	ofile found in the system. Yo	u first need to create ne	twork profile. (Click here to navi	gate on radio pro	file creater t	ab.			
Network Con	iguration Update									
Network Profile	*	~								
Network Param	eters to be changed * Chan OChan	ange IP Address ge SSID/All Network Pa	rameters							
		Search:		^					Search:	^
Serial Numbe	r A Description	🗄 Voltage 👙	Firmware Ve	ersion 🗍	Se	rial Number	 Description 	1	🕴 Voltage 🕴 F	irmware Version 🍦
PC002D0338SF4	AA Innovation Center 101	07.52	3_0p09_cx_v35	31			N	o data available in	table	
PC736E0011PF0F	AA Innovation Center 134	08.74	3_0p05_cx_v32	56						
PC738E0260PF0F	AA Innovation Center 107	07.27	3_0p07_cx_v35	11						
					<u> </u>					
					>>					
					<					
					«					
<				>	<					>
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In the **Network Profiles** dropdown list all of the Radio Configuration profiles are displayed. These are the parameters which will be pushed to the locks. The user can choose to change either the IP Address or change all network parameters by selecting one of the two radio buttons.

Locks must be selected on the left panel and then using either the > or >> buttons, moved to the right panel. Changes are pushed to all locks listed in the right panel. As soon as the locks come online the new parameters are pushed. After the lock wakes up, the lock reports back with the new network configuration parameters.



Radio Configuration Creator

The Network Configurations screen is used to create network configuration required to perform a radio firmware upgrade for GS1500 radios and network configuration updates for GS1500 and GS2011 radios.

The Network Configurations screen is accessed from *Configuration Settings*>Network Settings>Radio Configuration Creator.

ASSA ABLO	Y DSR Support Tool				Welcome admin よ Change Password Help OSR Status 🛛 EAC Call	Signout back Status
Facility View	Configuration Settings >	Decryption Utility	Reports	Utility >		
Network Conf	gurations					
Available profiles				v		
EAC Settings						
IP Address						
Host Name						
Port		2571	8	0		
WiFi Settings						
SSID						
Security Type		None				
* Mandatory Fields				Add Edit Delete		
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It is possible to add, edit, or delete a network configuration profile. The configuration profile for a lock should be identical to the configuration on the controller.



Upload Certificate Files to Server

The DSR Support Tool allows the user to update the network certificates of the locks over-theair. All of the network certificates nedd to be uploaded to the DSR server. The certificate size must be less than 4088 bytes (4KB).

The Upload Certificate screen is accessed from *Configuration Settings*>*Network Settings*> *Upload Certificate Files to Server*.

		Welcome admin 💄 Change Password Help 🗐 Signout
ASSA ABLOT Bak support room		😑 DSR Status 🛛 🕒 EAC Callback Status
Facility View Configuration Settings Decryption Utility Re	eports Utility)	
Upload Certificate Files to Server		
Files Currently on Server		
No record found Bro	wse No files selected.	
		Aud Piles oproad
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Users can choose the files for uploading. When uploads are complete, a confirmation message is displayed.



DSR Support Tool User Manual

Reader Settings

This selection allows the user to set Reader Configuration, perform Reader Files Update, and Upload Reader Files (apdu) to Server.



Reader Configuration

The Reader Configuration screen allows the user to enable/disable activity indicator on a reader having BLE card types selected over-the-air.

The Reader Configuration screen is accessed from *Configuration Settings*>*Reader Settings*> *Reader Configuration*.

ASSA ABL	OY DSR Support Tool							Welcome admin	Change F	'assword Help	allback Status	ŕ
Facility View	Configuration Settings >	Decryption Utility	Reports	Utility)								l
Reader Confi	guration											1
Activity Indicato	And Twist & Go											
 Activity Indicator 												
Enable Acti	vity Indicator O Disable	Activity Indicator Search:		^ ^		Could Number	A December of		Search:	E	^ ^	
Serial Numb	No data ava	ilable in table	Firmware	version +		Serial Number	- Description	, data available in tab	voitage +	Firmware vei	sion +	
					> >> <							
¢				>		¢					Apply	
*Note: Offline I The "Ac	POE and Hard-Powered locks ca tivity Indicator" is only suppo	nnot be selected until rted on firmware versio	they are back on p05_v2198	and above.						400		ļ

There are two panels on the Reader Configuration screen:

• Left panel - shows a list of all locks. Details of the locks (description, voltage, and firmware version) are displayed along with the serial number in the left panel.

Locks will be displayed based on the radio firmware version selected. Locks which have similar radio firmware version compared to selected radio firmware version will not be displayed on the screen.

• Right panel - shows the list of locks selected for enabling/disabling the activity indicator.



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To select a lock for this action, select the desired lock in the left panel and click the > button. To select all of the locks, click the >> button.

To remove a lock from the list on the right panel, select the desired lock and click the < button. To remove all of the locks from the upload list, click the << button.

When all of the desired locks are in the right panel, click the **Apply** button. If there are no locks listed in the right panel, the Apply button is disabled.

Reader Files Update

The Reader Files Update screen allows the user to upload reader firmware and upload reader files (apdu) to locks.

The Reader Files Update screen is accessed from *Configuration Settings*>*Reader Settings*> *Reader Files Update*.

ASSA ARI OV DSR Support Tool	Welcome admin 🚨 Change Password Help 🔤 Signout
	DSR Status EAC Callback Status
Facility View Configuration Settings Decryption Utility Reports Utility	
Reader Firmware Upload	
Select Reader Firmware Upgrade/Reader File Upload	
Serial A Description Voltage Sam-Core Next Number Last updated	Serial A Description Voltage Sam-Core Available Last Number Sam/Core updated
No data available in table	No data available in table
> * *	
<	< ×
Note: Offline POE and Hard-Powered locks cannot be selected until they are back online. ©ASSA ABLOY 2020 800-810-WIRE (9473) www.sargentlock.com 800810WIRE@assabloy.com DSR Version : 8.0.9.0	ASSA ABLOY



Upload Reader Files (apdu) to Server

The Upload Reader Files to Server screen allows the user to upload the reader files to SE32\ ReaderFiles inside the DSR home directory. This should only be done under the direction of technical support for rare and site specific reader configuration.

The Reader Configuration screen is accessed from *Configuration Settings*>*Reader Settings*> *Upload Reader Files (apdu) to Server.*

ASSA ABLO	OY DSR Support Tool						Welco	me admin 🚨	Change Pass	word Help JS 🔶 EAC C	│
Facility View	Configuration Settings >	Decryption Utility	Reports	Utility >							
Upload Reade	r Files (apdu) to Serv	/er									
Files Currently	on Server										
No record fou	nd						Browse No f	les selected.		Add Files	Upland
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When this screen loads, any files currently in the SE32\ReaderFiles directory are displayed.

To add files, click the **Browse** button to search for the .apdu files desired. When selected, click the **Add Files** button to create an upload list. Multiple files can be selected and uploaded at one time.

To upload the selected files to the server, click the **Upload** button.

Only files with a .apdu extension can be uploaded. If any file with a different extension is uploaded, an error message appears. When the files are successfully uploaded, a success message is displayed.



Server Settings

This selection allows the user to enable or disable the WS Encryption and change the Port Configuration. These changes should be made in accordance with the documentation/guidance of the access control software provider.

NOTE: Changes made here will NOT take effect until the DSR service is restarted.

Configuration Setting	5 🔻	Decryption Utility Reports
Controller Settings	-	rver
Network Settings	-	
Reader Settings	۲	
Server Settings	۲	WS Encryption & Port Configuration
una		

WS Encryption and Port Configuration

The WS Encryption and Port Configuration screen allows the user to modify WS-Encryption, SSL-Encryption, Access port, Lock port, Event port, and Security Valve. The initial settings are picked from DSR.

The WS Encryption & Port Configuration screen is accessed from *Configuration Settings>Server Settings> WS Encryption & Port Configuration*.

AOOA ADU	OY DSR Supp	ort Tool					weicome admin	Change Password DSR Status	i Help 📑 Signout 😑 EAC Callback Status
Facility View	Configuration S	ettings 🕨	Decryption Utility	Reports	Utility >				
WS Security	& Port Configu	uration							
WS Encryption	O True	False							
TLS/SSL Security	O True	• False							
Sentinel-Bit	● True	O False	"Include sentinel bit on DSR	-encoded card for	mats" with a True/False option				
Access Data Port	8080								
Lock Port	2571								
Security Valve	127.0.0.	1 0:0:0:0:0:0	0:0:						
Update Configure	Alton:								

- WS-Encryption: this is used to encrypt the web-service data
- **TLS/SSL Security:** this is used to enable HTTPS communication, the default port is 8443



- **Sentinel-Bit:** determines whether the lock include the sentinel bit when reading a credential. Not all credentials have sentinel bits. Please check with your EAC provider whether this setting should be enabled.
- Access Data Port: this is the access data port (default 8080 for http, default 8443 for https) where DSR is running and used by the Access Control Software to push the data
- Lock Port: this port is opened in DSR for communication with the lock
- **Event Port:** this is used for event retrieval (default 9001), it is opened in the DSR adapter for communication with the RA version of DSR to send the callback events
- **Security Valve:** this is a list of IP Addreses, where the support tool can be accessed to add new IP addresses. Use a | before the IP address. IP addresses not listed here will not be able to load the Support Tool. By default, the Support Tool can only be accessed locally.

To make changes to any of the settings, enter the desired change(s), then click the **Update Configuration** button.

For the RA version of the DSR installer, a pop-up message appears "DSR configuration has been updated and DSR service is stopped. Please start the DSR service and do same change in OEM system also!" Once the user clicks the **OK** button in the message pop-up, the DSR service is stopped. The service needs to be started manually.

For the standard, non-RA version of the installer, a pop-up message appears "DSR configuration has been updated and DSR service is stopped. Please start the DSR service."

NOTE:

- Access Data Port, Lock Port, and Event Port cannot be the same.
- Port range should be between 1025 and 65535.

WARNING: Encryption, sentinel-bit, and port settings (excluding Lock port) of the DSR MUST match the Access Control Software for the system to function. DO NOT change these settings unless directed to do so by the Access Control Software provider.



Reports

The Reports screen allows the support team to generate reports for battery usage. Reports can be viewed for multiple access points for a selected date range. The generated output report can be printed using the Print button, or can be saved in HTML and PDF formats. It is also possible to export the data as a CSV, fixed width, or XML file.

		SK Status – EAC Caliback Status
Facility View Configuration Settings	Decryption Utility Reports Utility	
Activity Reports	Rattony Drain Deport	
Battery Drain Report	Select Access Points To(MM/DD/YYYY): 04/08/2020 Select Access Points Select Access Points	Select V Save
	Battery Drain Report	

Click the **Select Access Points** button to select the desired access points to see in the report. Select the desired date range using the **From** and **To** calendar date fields.



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Email & Battery Report Configuration

This selection allows the user to configure the battery replacement report.

The Email & Battery Report Configuration screen is accessed from *Utility>Email & Battery Report Configuration*.

ASSA ABLOY DSR Support Tool	Welcome admin 💄 Change Passwor	d Help 🖃 Signout						
				DSR Status	EAC Callback Status			
Facility View Configuration Settings > De	cryption Utility Reports	Utility >						
Email Configuration for Battery Replacement Report								
То*	*Separate multi	iple email addresses in To and CC with cor	ma, single space or semicolon.					
сс]						
From*	Authenticatio	n Required D Password						
SMTP Server Name* outlook.office365.com	Port*	587 Security*	Select ~					
Update Email Configurations								
Battery Configuration for Battery Repla	acement Report							
Low Battery Threshold * 5.9								
Warning Battery Voltage * 7								
Minimum Battery Events * 20								
Update Battery Details								
* Mandatory Fields								
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There are two parts to this screen, Email Configuration for Battery Replacement Report and Battery Configuration for Battery Replacement Report.

Email Configuration for Battery Replacement Report

This section requires email address information for at least one person where the battery replacement report is sent. All fields marked with a red asterisk are mandatory. The To and CC fields can have multiple email addresses separated by a comma, single space, or semicolon. Fill in all fields and then press the Update Email Configuration button.

Battery Configuration for Battery Replacement Report

This section requires the settings for low battery threshold value, warning battery voltage and minimum battery event that will trigger the battery replacement report email.

- Low Battery the batteries have reached a critical voltage level that may affect daily operations
- Warning Battery Voltage the batteries have reached a voltage level the is inappropriate for daily operations
- Minimum Battery Events the minimum battery voltage events required to forecast the battery life

When all setting are made, click the **Update Battery Detail** button.



Advanced Troubleshooting Tools

Decryption Utility

The Decryption Utility allows a support team to decrypt the cardholder credentials for troubleshooting purposes. The support team can generate the debug tables from this interface by entering the serial number of a lockset. Two debug tables are then created in the DSR database, which contain decrypted cardholder information. The Decryption Utility is accessed by clicking the Decryption Utility tab at the top of the screen

ASSA ABLOY DSR Support Tool		Welcome admin 💄 Change Password Help 🚍 Sig OSR Status 🛛 💿 EAC Callback						
Facility View	Configuration Settings >	Decryption Utility	Reports	Utility >				
Lock Serial No. :								
Generate Tables	Delete Tables							
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To decrypt cardholder credentials, do the following:

- 1. On the Decryption Utility screen enter the lock serial number in the **Lock Serial No.** field.
- 2. Click the **Generate Tables** button. Two debug tables are created in the database and a success message is displayed.
- 3. Open the database to view the debug tables:

debug_assaabloy_core_usercredential

```
debug_assaabloy_ipr3_sargentuser
```

When finished using the debug tables, click the **Delete Tables** button to delete the debug tables.



Logging Utility

This selection allows the user to enable/disable additional levels of logging for troubleshooting purposes.

The Enable Logging screen is accessed from *Utility*>*Logging Utility*.

ASSA ABL	ASSA ABLOY DSR Support Tool					Change Password Help - Signout
Facility View	Configuration Settings >	Decryption Utility	Reports Utility >			
Enable Loggi	ng					
Logging	Disable ~					
Update Logging						
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To enable or disable logging, select **Enable** or **Disable** from the **Logging** dropdown. Click the **Update Logging** button after selecting from the dropdown. A pop-up message appears stating the DSR service must be restarted manually for logging changes to take effect.



Download Lock Image

To download a lock image, select **Advanced Operations**. This selection allows the user to take a NVRAM backup for the controller. This file can be used by technical support for advanced troubleshooting.

The NVRAM Image Backup screen is accessed from *Utility>Advanced Operations>NVRAM Image Backup*.

	OV DSR Support Tool								Welcome adr	min	🚨 Change P	assword Hel	p 🛛 🖃 Signout
	01										OSR S	itatus 😑 EAC	Callback Statu
Facility View	Configuration Settings >	Decryption Utility	Reports	Utility >									
NVRAM Imag	e Backup												
NVRAM Image	Backup file location	:\ProgramData\ASSAABL	OY\DSR\Nvrar	nImageBackup									
		Search	:	~							Search:		^
Serial Numbe	er A Description	÷ Voltage	+ Firmwar	e Version 🕴		Serial Number	A De	scription		÷	Voltage 🕴	Firmware V	ersion 🗍
PC002D0338SF4	7AA Innovation Center 101	07.52	3_0p09_cx_	v3531				No d	ata available in	table			
PC624E0231PA0F	CA Innovation Center 110	109.03	3_0p07_cx_	v3504									
PC713D0169SA0	6CA Innovation Center 119	I 09.05	3_0p07_cx_	v3481									
PC736E0011PF0F	AA Innovation Center 134	08.74	3_0p05_cx	v3256	>								
PC738E0260PF0F	AA Innovation Center 107	07.27	3_0p07_cx_	v3511	>>								
					<								
					~~								
				~									~
<				>		<							>
													Apply
													Appy
Note: The locks Offline PO	on which NVRAM Image back E and Hard-Powered locks ca	up is already queued up nnot be selected until th	will not be d ney are back	isplayed here. online.									
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To take an NVRAM image backup, do the following:

- 1. Select a lock, or multiple locks, from the left panel.
- 2. Click the > button to move the locks to the right panel.
- 3. Select the desired lock from the right panel.
- 4. Click the **Apply** button. The NVRAM Image backup is stored in the path:

C:\ProgramData\ASSAABLOY\DSR\NvramimageBackup



Utility

The Utility tab allows the user to use different utility functions to perform tasks such as logging, advanced operations and report configuration. See "Reports" on page 36 for the Email & Battery Report Configuration option. See "Advanced Troubleshooting Tools" on page 38 for the Logging Utility and Advanced Operations options.

Utility 🔻		
Logging Ut	ility	
Advanced	Operations	~
Email & Ba	ittery Report Conf	iguration

The ASSA ABLOY Group is the global leader in access solutions. Every day, we help billions of people experience a more open world.

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