KABA MAS

Cencon® Version 5 Key Box Agent Getting Started Guide

Kaba Mas Welcome

Kaba Mas, part of the world-wide Kaba group, is the world's leading manufacturer and supplier of high security, electronic safe locks. Its complete line of self powered, battery, and mechanical locks meets virtually every safe lock requirement. Kaba Mas is dedicated to satisfying end-user needs for security, safety, and convenience. We welcome you to the world of Kaba Mas security and Cencon®.

Manual Conventions

Trademarks

Table Of Contents

Manual Conventions

This Cencon Key Box Agent Getting Started Guide contains information on the installation and set up of the software required to monitor a lock. Some conventions that are followed are:

- Input to the PC will be shown in **bold type**.
- The screen samples may not look exactly as they do on your system depending on which version of the Windows operating system you are using. Some samples in this document are from Windows XP, some are from Windows Vista, and some are from Windows 7.
- Highlighted items:

Note
Indicates a point to consider.

Helpful Hint
Indicates a technique or method that works well.

Caution
Indicates the need for care and caution to be observed during a procedure or process.

Warning
Indicates the possibility of loss of data or system integrity.

Before reading the Cencon Key Box Agent Getting Started Guide, you should be familiar with basic Windows concepts and techniques. For detailed information, refer to your Windows documentation.

Trademarks

The following items are trademarks or registered trademarks of Kaba Mas in the United States and/or other countries.

- Cencon System 2000
- Cencon
- PowerStar Technology
- Smart Key

Adobe and Adobe Reader are registered trademarks of Adobe Systems Incorporated in the United States and/or other countries.

iButton is a registered trademark of Dallas Semiconductor.

Microsoft, Windows, and Windows Server are registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries.

Notice: The information in this manual is subject to change without notice and does not represent a commitment on the part of the Kaba Mas. Kaba Mas shall not be liable for technical or editorial errors or omissions contained herein; nor for incidental or consequential damages resulting from the furnishing, performance or use of this material.

Cencon Version 5 Key Box Agent Getting Started Guide

Cencon ATM Cash Vault Security System Product Overview

The Challenge

While the front of ATMs are accessed by customers with individual cards and PINs, the back of the ATM is often accessed by service personnel from multiple companies all using the same lock combination. Bank employees, cash replenishers, technical service reps, repair personnel all using the same combination to open an ATM safe poses a significant security risk.

The Solution

The Cencon ATM Cash Vault Security System from Kaba Mas is designed to combat insider theft from ATMs through the combined use of lock hardware, systems software and Smart Keys. The Cencon system offers total access control and accountability with its One Time Combination feature. The One Time Combination is dispatched from a central location and cannot be reused at a later date, thus eliminating temptation.

The Cencon ATM Cash Vault Security System allows locks located anywhere in the world to be controlled and monitored from one central location.

The central location consists of

- A database describing locks, lock administration personnel, lock service personnel, lock access details and history.
- Kaba Mas software that
  - Manages the creation and distribution of One Time Combinations(OTC).
  - Tracks the status of each lock and user.
  - Provides audit capability.
  - Can be used interactively by a human Dispatcher or programmatically by customer applications such as IVR or Web base interfaces.

The software provided by Kaba Mas consists of

- Cencon Interactive Application: Interactive Central Point of Control
  - Used to create, distribute, manage One Time Combinations (OTC).
- CenTran Service: Background Central Point of Control
  - Used by customer, 3rd party applications to create, distribute and manage OTCs.
- CenTran Web Services: Used by customer web applications to communicate with CenTran Service.
- CenTran Agent
  - Remote lock management: Allows CenTran Service to communicate with ATM lock, streamlining lock administration.
- Key Box Agent
  - Remote key management: Allows CenTran Service to communicate with remote key boxes, supporting decentralized lock personnel.

The Cencon ATM Cash Vault Security System supports three Modes of Operation:

FLM Mode

Designed for First Line Maintenance (FLM) personnel such as cash replenishers, technical service reps, repair personnel, the FLM mode of the Cencon lock permits the dispatch center to give a One Time Combination (OTC) for ATM lock access to a technician "on the fly." FLM personnel are each issued a Smart Key and call their dispatch center to request a One Time Combination. Once used, this combination will not function again, thus ensuring absolute access control. Once the Cencon unit is locked, a Close Seal code is displayed on the lock's LCD. Entering this Close Seal into the dispatch center's computer documents that the Cencon lock is locked and secure.

Route Mode

While permitting the same access control as FLM Mode, Route Mode additionally permits pre-defined routes for armored cash replenishers. Route personnel are each issued a Smart Key. A route of locks, along with an OTC for each lock on the route, may be assigned by a dispatch center permitting route personnel to access a series of locks without contacting their dispatch center at each individual lock. Route personnel can either call their dispatch center at the end of the shift to report the Close Seals, or the Close Seals can be read from the Smart Key by the Cencon software.

Bank Mode

Bank Mode is designed for bank personnel who may need access to the Cencon system lock but do not wish to operate through a dispatch center. Smart Keys and combinations are issued to bank personnel who may unlock the Cencon lock at any time. An internal audit trail tracks all activity of bank personnel just as it does for FLM and Route personnel. Kaba Mas Cencon software permits bank administrators to manage Bank Mode on site. Bank users may be added or deleted and audit trails may be downloaded from the lock.

High Level Overview of Cencon ATM Cash Vault Security System Component Architecture

The Cencon ATM Cash Vault Security System consists of several components whose method of use will vary depending on the business model of the supported enterprise. Presented here is a brief high level overview of the Cencon ATM Cash Vault Security System components.

Cencon ATM Cash Vault Security System Component Architecture
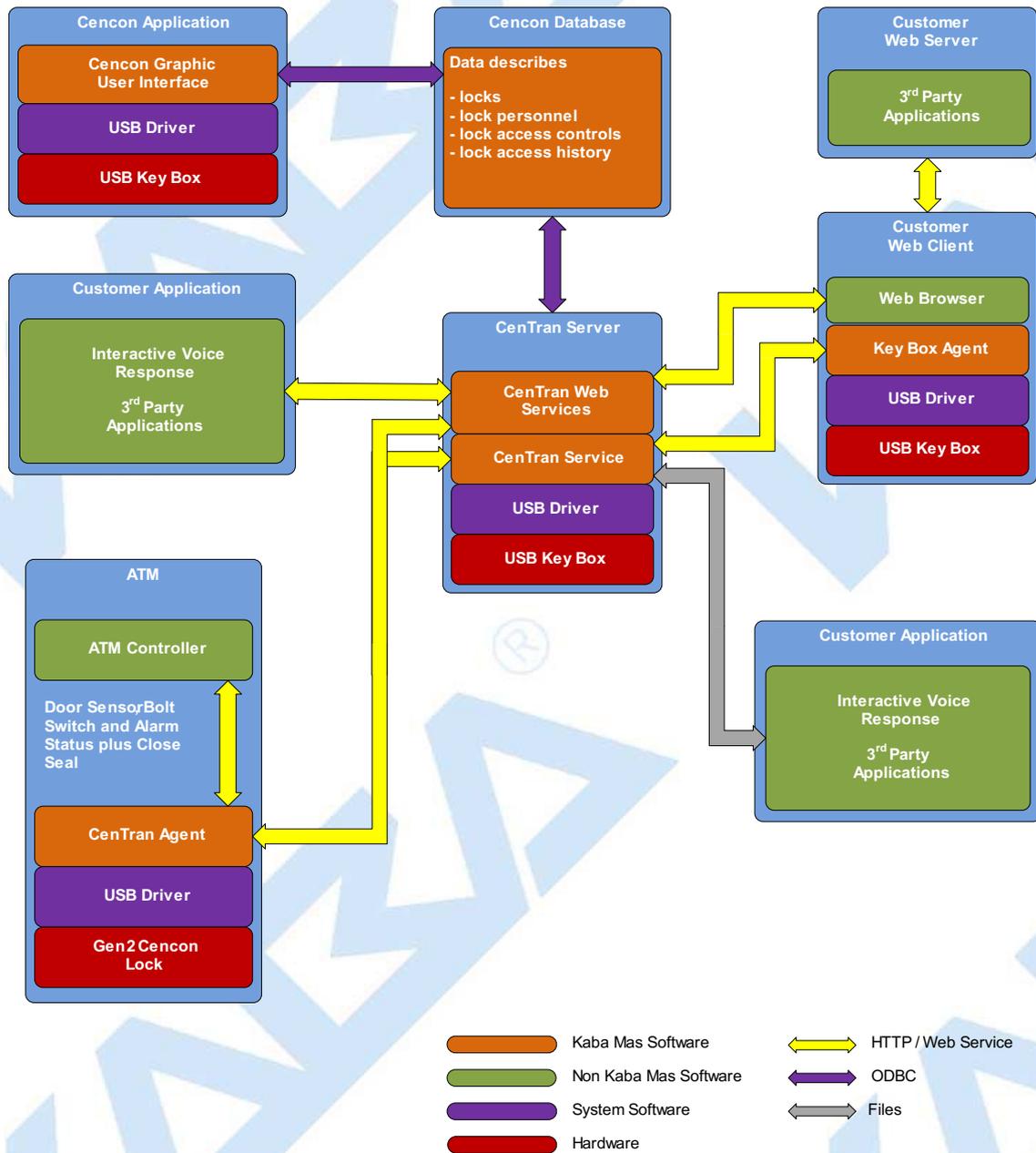
Cencon Database:

- Defines locks to be controlled, monitored and audited.
- Defines personnel allowed to access locks.
- Defines Personnel allowed to control access to locks.
- Contains access history for each lock.

Cencon Application:

- Interactive, graphical Windows application used to manage the Cencon Database contents.
- Requires a Cencon Key Box be attached to a USB port of the same computer.

CenTran Service:

- Available for use by customer applications to manage the Cencon Database contents.
- Applications communicate with the service via files or HTTP / Web Services.
- Runs in background as a Windows Service.

CenTran Web Services:

- Available for use by web applications to manage Cencon Database contents.

Customer Application Using CenTran Service Command File:

- The CenTran Service performs actions against the Cencon Database per commands imbedded in files.
- Results of those actions are reported in output files created by the CenTran Service.

Customer Application Using CenTran Web Services:

- The CenTran Service performs actions against the Cencon database per commands received via the CenTran Web Services.
- Results of those actions are reported to the customer application via the CenTran Web Services.

CenTran Agent:

- Allows CenTran Service to monitor lock in a real time manner.
- Runs on the ATM in the background as a Windows Service.

Key Box Agent:

- Allows CenTran Service access to Cencon Key Boxes on remote systems.
- Runs on remote Web Client systems in background as a Windows Service.

Customer Web Client:

- Customer developed web browser based user interface used to manage Cencon Database contents as well as Cencon Smart Keys via the CenTran Web Services.
- Can be located remotely.

Cencon ATM Cash Vault Security System Components and Business Processes

Examples of Business Processes Supported by Cencon ATM Cash Vault Security System Components:

1. FLM (First Line Maintenance) Operations with human Dispatcher:
   1. FLM personnel reaches ATM and contacts Dispatcher requesting OTC.
   2. Dispatcher generates OTC via Cencon interactive application, gives OTC to FLM personnel.
   3. FLM personnel opens and closes lock, recording the Close Seal.
   4. FLM personnel gives Close Seal to Dispatcher who enters it into Cencon database via Cencon interactive application.
2. Route Operations with human Dispatcher:
   1. Before starting route, Route personnel contacts Dispatcher and requests OTCs for each lock on route.
   2. Dispatcher generates OTCs via Cencon interactive application, gives OTCs to Route personnel.
   3. Route personnel opens and closes each lock on route, recording Close Seals.
   4. When the Route has been completed, the Close Seals are given to the Dispatcher who enters them into the Cencon database via Cencon interactive application.
3. FLM Operations with IVR (Interactive Voice Response) system:
   1. FLM personnel reaches ATM, calls IVR system and requests OTC.
   2. IVR system generates OTC via CenTran Command File interface and reports OTC to FLM person.
   3. FLM personnel opens and closes lock, recording the Close Seal.
   4. FLM personnel calls IVR system and enters Close Seal.
   5. IVR system records Close Seal in Cencon database via CenTran Command File interface.

Though business processes will vary between companies there are core lock management tasks that will be used in every enterprise such as:

- Create User and Initialize Smart Key
- Delete User
- Dispatch Lock
- Open / Close physical lock
- Close Lock in Cencon database
- Reassign Lock
- Audit Lock
- Audit Key
- Audit Cencon Database

The following lists describe for a few of the core lock management tasks one possible flow of control through the Cencon ATM Cash Vault Security System components.

Create User and Initialize Smart Key:

- Dispatcher ->
- Customer Web Client ->

- CenTran Web Services ->
- CenTran Service ->
- CenTran Web Services ->
- Key Box Agent (writes KEY) ->
- CenTran Service ->
- CenTran Web Services ->
- Customer Web Client

  Note:

  - Customer Web Client & Key Box Agent will probably be on same location but do not have to be
  - Customer Web Client does NOT require a Keybox on the same system

Dispatch Lock(s):

- Dispatcher ->
- Customer Web Client ->
- CenTran Web Services ->
- CenTran Service ->
- Cencon Database ->
- CenTran Service ->
- CenTran Web Services ->
- Customer Web Client ->
- Dispatcher receives OTC
- Dispatcher transmits OTC to FLM/Route personnel

Lock is physically opened and closed:

- Service personnel calls Close Seal in to the Dispatcher who "Closes Lock" in the Cencon Database. The component flow is the same as that described for Dispatch Lock(s).

  - OR

- CenTran Agent Service on ATM uses CenTran Web Services to report Closure to CenTran Service and "Closes Lock" in the Cencon Database programmatically:
  - Lock is closed ->
  - CenTran Agent ->
  - CenTran Web Services ->
  - CenTran Service ->
  - Cencon Database ->
  - CenTran Service ->
  - CenTran Web Services ->
  - CenTran Agent

Cencon Version 5 Key Box Agent Getting Started Guide

The Cencon Version 5 Key Box Agent Package

The Cencon 5 Key Box Agent implementation package includes:

- The Cencon Version 5 Key Box Agent Install CD, Version 4.0.0
- Cencon 5 Key Box Agent Getting Started Guide

If you are missing any of the above items, contact Kaba Mas Customer Service at 1(800) 950-4744

Cencon 5 Key Box Agent System Requirements

To use the Cencon Key Box Agent program, the following minimum hardware and software requirements must be met:

- IBM compatible PC that is capable of running Windows and has an available USB port for the Kaba Mas Cencon Key Box.

Note
The Cencon Key Box requires a fully compliant USB 2.0 connection.

- 768 MB RAM
- Hard Disk Drive with at least 5 megabytes disk space free

- Windows XP 32-bit Professional (Service Pack 3), Windows Vista 32/64-bit (SP 2) or Windows 7 32/64-bit. You must be logged into Windows with Admin authority.

Note - The screens shown in the Cencon Key Box Agent Software manuals were captured on a Microsoft Windows XP, Windows Vista, or a Windows 7 system. Your screens may look slightly different.

Important Note
Cencon 5 Key Box Agent also requires an operational CenTran 5 system and associated database on a network accessible computer. It is not compatible with previous versions of CenTran software.

Warning
The Cencon 5 Key Box Agent should not be installed on the same computer as CenTran or Cencon, as it will prevent those programs from using the key box.

Cencon Version 5 Key Box Agent Getting Started Guide

Software Installation and Setup

Interactive Software Installation and Setup

To install the software interactively, complete the following steps:

1. Check the PC Date and Time Properties (date, time, time zone, DST adjustment setting) from the Control Panel to ensure accuracy. Adjust, if necessary, before proceeding.
2. Ensure that no other programs are running.
3. Insert the Cencon 5 Key Box Agent Install CD in your computer CD-ROM / DVD / BluRay drive. If you have autorun enabled on your system, the Cencon 5 Key Box Agent Installation screen will be displayed. Otherwise, double click **Autorun.exe** from the Cencon 5 Key Box Agent Install CD root directory, and the Cencon 5 Key Box Agent Installation screen will be displayed.

   The Cencon Version 5 Key Box Agent Software Installation dialog is loaded and the Main Menu is displayed:

4. From the Main Menu, click on the **Install** button.

   Depending on your operating system, either the 32- or 64-bit Cencon Key Box Agent install page is displayed:

5. Next, click on the **Cencon** Key Box Agent button on the Cencon Key Box Agent install page.

   A Windows command window will open. The batch file running in this window makes sure that there is no copy of the Cencon Key Box Agent already

installed when the installation procedure starts. This may take several minutes.

The "Welcome to the Cencon Key Box Agent Setup Wizard" screen is displayed. The installer is a Windows program that will take you through the rest of the setup process:

Click on **Next>** to continue with the installation.

6. The Software License Agreement acceptance screen is displayed.
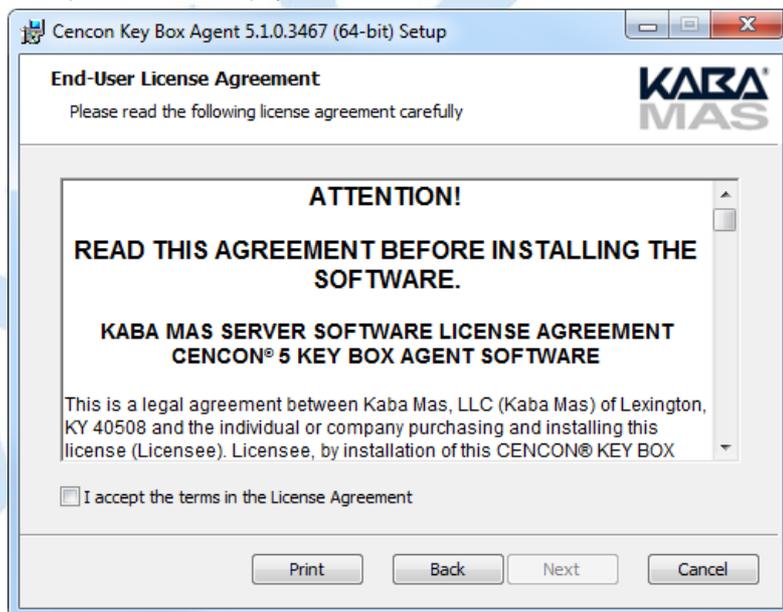
Read the Software License Agreement and then click the **I accept the terms in the License Agreement** button followed by the **Next>** button.

7. The Destination Folder window is displayed to allow you to select the program folder to which the Cencon 5 Key Box Agent program will be added.
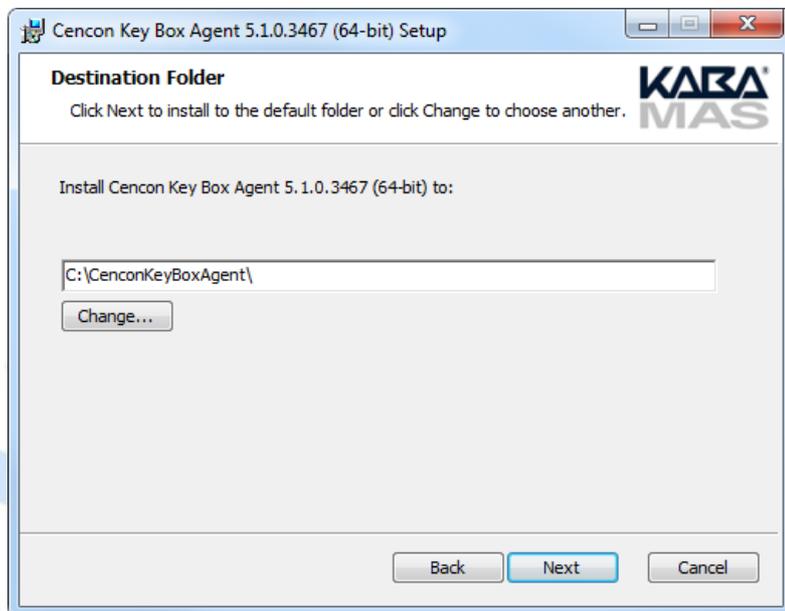
Note: The default installation directory is shown. If the Cencon Key Box Agent is already installed on your system, it is recommended that you install Cencon Key Box Agent to a new directory. If you want the Cencon Key Box Agent software installed in another directory, click on the Browse button and select the new path.

Click on the **Next>** button to add the programs to the designated folder.

8. Confirm Installation - If there is anything you wish to change, click on the **<Back** button. Otherwise, click **Install>** to install the program with the designated settings.

The Setup Status screen displays the status of the installation.
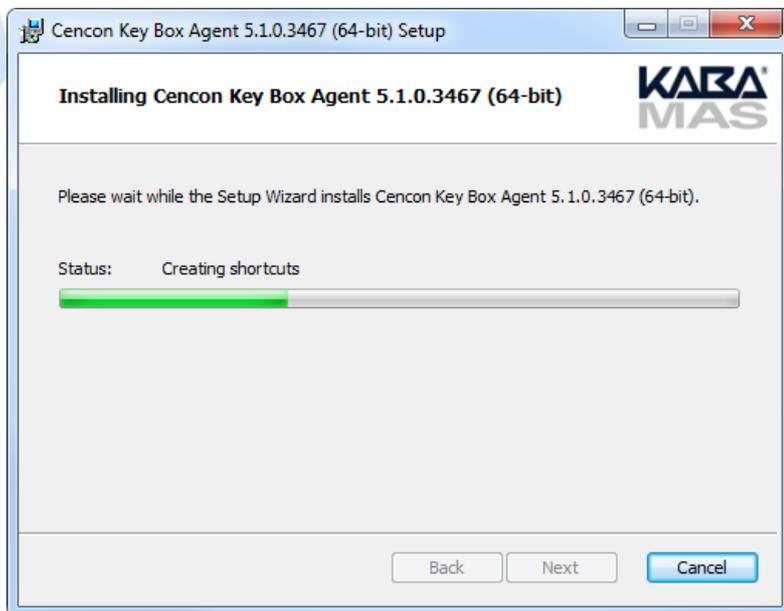
The installation Complete screen is then displayed indicating that the Cencon 5 Key Box Agent program has been successfully installed.
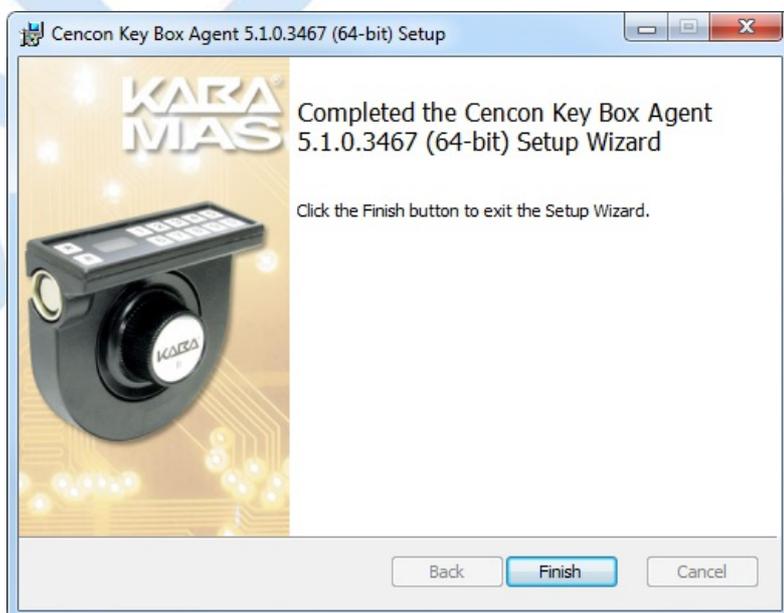
Click **Finish.**

Update Program Configuration File

The configuration file for the Cencon Key Box Agent specifies the addresses and ports through which the program communicates with other software. You can edit the configuration file to change these values.

1. Use Notepad to open the configuration file placed by the installation process in the directory you chose to install the Cencon Key Box Agent in.
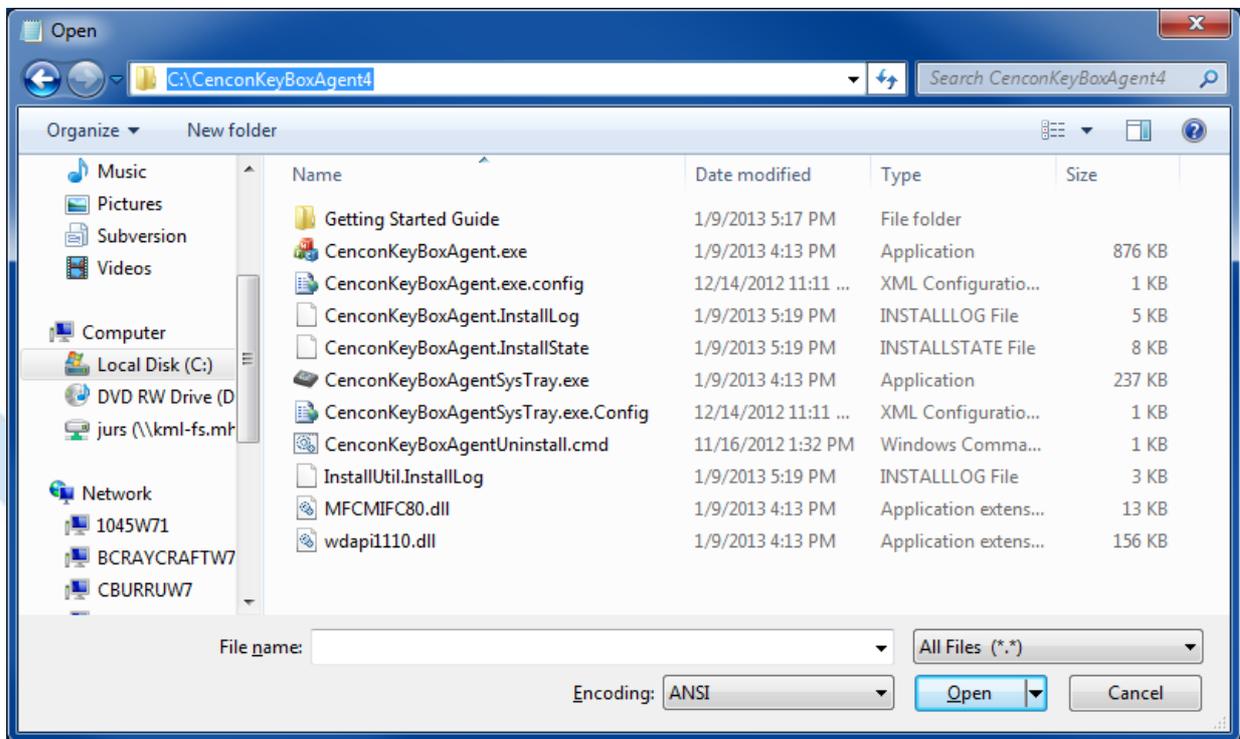
2. The default configuration specifies the ports and address through which the Cencon Key Box Agent communicates with CenTran.
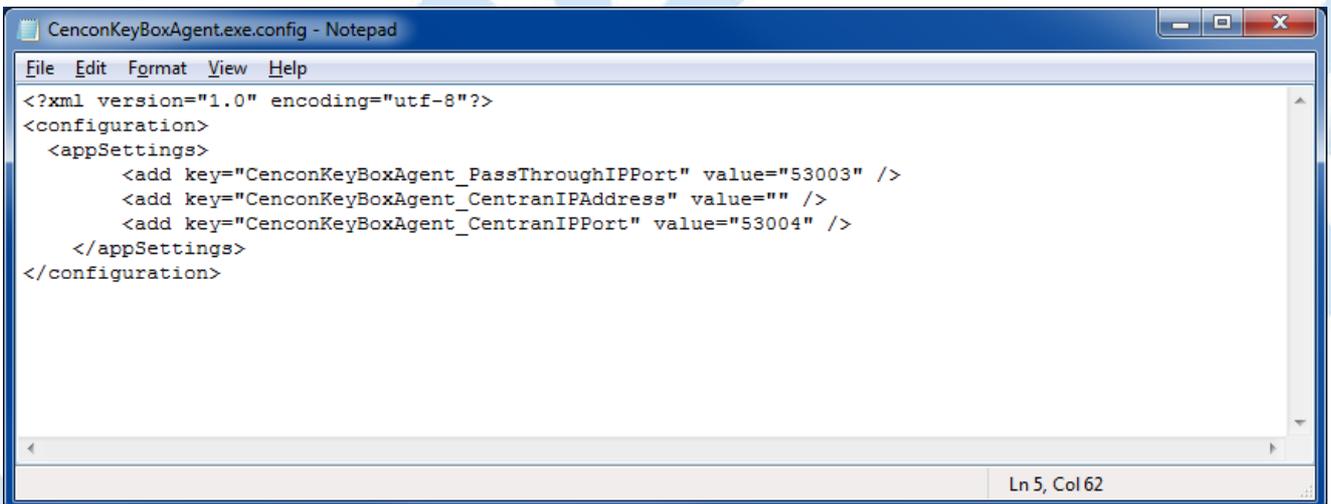
The items that can be specified are listed below:

- **CenconKeyBoxAgent_PassThroughPort**: This is the port on the local machine through which CenTran can access the attached Cencon Key Box. A port is always opened, so if this entry is not present, the default value of 53003 is used.
- **CenconKeyBoxAgent_CentranIPAddress**: This is the address of the CenTran server to which the Cencon Key Box Agent should make a persistent connection. If this entry is not present or its value is blank, no persistent connection will be made (the Cencon Key Box will still be accessible through the pass-through port).
- **CenconKeyBoxAgent_CentranIPPort**: This is the port on the CenTran server to which the Cencon Key Box Agent connects to make a persistent connection. The default value is 53004.

3. Edit the values as needed. An example is shown below:

```
CenconKeyBoxAgent.exe.config - Notepad

File  Edit  Format  View  Help

<?xml version="1.0" encoding="utf-8"?>
<configuration>
  <appSettings>
        <add key="CenconKeyBoxAgent_PassThroughIPPort" value="53003" />
        <add key="CenconKeyBoxAgent_CentranIPAddress" value="10.108.6.90" />
        <add key="CenconKeyBoxAgent_CentranIPPort" value="53004" />
    </appSettings>
</configuration>
```

Ln 1, Col 1

4. Save and close the edit session.
5. Open Administrative Tools from the Control Panel, and select Services. In the services listing, select CenconKeyBoxAgent, and click **Start the service**. If the service is already running, you will need to click **Stop the service** first.

Cencon Version 5 Key Box Agent Getting Started Guide

Start the Cencon Key Box Agent Service

The Cencon Key Box Agent service is started automatically when the system is rebooted.

To start the Cencon Key Box Agent service manually, either type

net start cenconkeyboxagent

at a command prompt, or open Administrative Tools from the Control Panel, and select Services. In the services listing, select CenconKeyBoxAgent, and click **Start the service**.

Stop the Cencon Key Box Agent Service

To stop the Cencon Key Box Agent service, either type

net stop cenconkeyboxagent

at a command prompt, or open Administrative Tools from the Control Panel, and select Services. In the services listing, select CenconKeyBoxAgent, and click **Stop the service**.

The Cencon Key Box Agent System Tray Monitor

When the Cencon Key Box Agent is configured for a persistent connection to a CenTran server, a communications ID string is generated using the hardware serial number of the key box. This identifier must be provided to CenTran with each transaction that needs to use the persistent connection.

To allow the user to determine the communications ID string generated for a key box persistent connection, an additional program, the Cencon Key Box Agent System Tray Monitor, is installed during the key box agent installation. This program displays the level of the key box agent, as well as the agent's persistent communications ID and the port on which it is listening for connections:
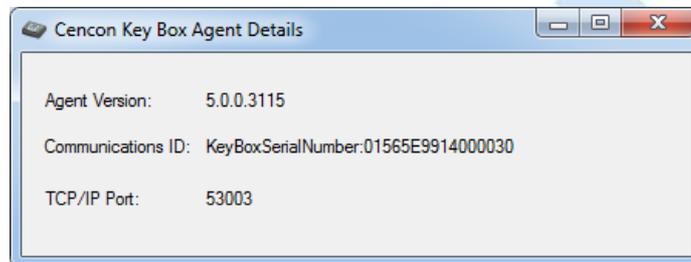
The communications ID can be selected and copied from the display.

Starting the Cencon Key Box Agent System Tray Monitor

To start the monitor:

1. Select the Start icon in the lower left of the Windows screen.
2. Select All Programs.
3. Select Cencon Key Box Agent folder.
4. Select Cencon Key Box Agent System Tray Monitor.
5. An icon resembling a Cencon key box will appear in the system tray. Double-click it to see the key box agent information. Minimizing the window will return the icon to the system tray.

Exiting the Cencon Key Box Agent System Tray Monitor

To exit the monitor, close the monitor window.

Cencon Version 5 Key Box Agent Getting Started Guide

Remove Previous Cencon Key Box Agent Software

Uninstallation of the Cencon Key Box Agent, like installation, is a two step process. First, you must uninstall the program as a service, then you must uninstall the application.

Complete the following steps to remove the Cencon Key Box Agent program:

1. To uninstall the program as a service, open a command prompt, change the current directory to the installation folder, and type cenconkeyboxagent /Install -u.
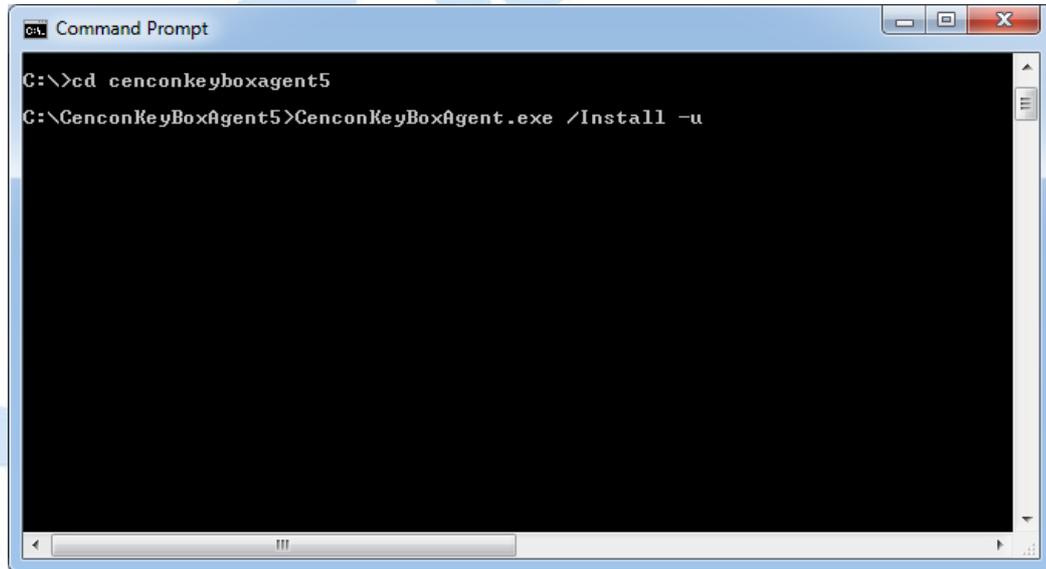
When the service uninstall process has completed, you can close the command prompt window.

2. To uninstall the application, select the Start icon in the lower left of the Windows screen.
3. Next select the Control Panel icon. The Control Panel Window will be displayed.
4. Click on the Add/Remove Programs icon. The Add/Remove Programs Properties window will be displayed.
5. Select the Cencon Key Box Agent software in the Install/Uninstall software list and click on the Remove button.
6. The Windows Installer window will appear with a prompt to make sure that you want to remove the Cencon Key Box Agent program.
7. Click on Yes to remove the program. The Maintenance Complete screen will be displayed to indicate the progress of the remove operation.
8. The Cencon Key Box Agent software program will be removed from the list.
9. Select Close from the File menu list to close the Control Panel window.