Gallagher Command Centre

KONE Office Flow Integration

C12913

Release Note

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Contents

1 Introduction 4
1.1 Purpose 4
1.2 Compatibility 7
1.3 Licensing 7
1.4 Version history 8
2 Operator Privileges 9
3 Before you begin 10
4 Using the KONE Office Flow Integration (overview) 11
5 Configuration Client configuration 13
5.1 Configuring the Kone Service item 13
6 Command Centre configuration 18
6.1 Configuring Special Days (Day Categories) 18
6.2 Configuring Kone Validity Times 20
6.3 Assigning Gallagher readers and Day Categories (optional) 23
6.4 Configuring Kone Elevator Access items 26
6.5 Configuring Access Groups for KONE Office Flow 33
6.6 Configuring the Kone Elevator Home Floors tile 35
6.7 Configuring the minimum card number length registry value 36
6.8 Configuring optional registry values 38
7 Using the KONE Office Flow Integration 41
7.1 Overriding the Kone Service item 41
7.2 Assigning KONE Home Floors to Cardholders 43
8 Events 45
9 Considerations 47
10 Troubleshooting 48

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1 Introduction

About this release note

This release note is for the 'KONE Office Flow' feature of Gallagher Command Centre vEL9.10 and later releases.

1.1 Purpose

What this feature does

The Gallagher KONE Office Flow Integration integrates Command Centre with KONE Office Flow. It allows operators to manage and monitor KONE Office Flow access from Command Centre.

- **User details:** Cardholder details can be created and modified in Command Centre and be synced to users in KONE Office Flow. Synced user details include credentials, access rights, and home floors.
- **Access decisions:** KONE Office Flow can then make access decisions based on these synced details. KONE readers or Gallagher readers can be used. Access events are synced back from KONE Office Flow to Command Centre.

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1.1.1 What is included

Included features

The following features are included in this integration.

User synchronisation

Command Centre acts as the source of truth for user details and access rights. The following user details are defined in Command Centre and synced to KONE Office Flow:

Detail	Description
General	Optionally, people's names, phone numbers, and emails (required for Mobile Experience).
Access times	The days and times at which people are granted access by KONE, including access on special days. Times at which anyone can gain access (without a card) can also be defined.
Actions, areas, lifts, and terminals	The actions that people can perform at KONE elevators, and the areas, lifts, and terminals they can use.
KONE Mobile Experience	Which people can use the KONE Mobile Experience.
Home floors	Each person's primary and secondary home floors.

Event synchronisation

KONE Office Flow acts as the source of truth for events. The following KONE events are raised in Command Centre:

Event	Description
Kone Elevator: Access Granted	A Cardholder was granted access by the KONE Office Flow system.
Kone Elevator: Access Denied	A Cardholder was denied access by the KONE Office Flow system.
Kone Elevator: Access Granted Not Taken	A Cardholder was granted access by the KONE Office Flow system, but did not enter.

Gallagher readers at elevators

In Command Centre, Gallagher readers can be assigned to each KONE DOP on each floor. When a Cardholder badges their Command Centre credential at a reader, the KONE system then makes the access decision. Cardholders must also have access at that reader in Command Centre, to be granted access.

Elevator and turnstile access

This integration supports elevator access and elevator access via turnstile.

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1.1.2 What is not included

Excluded features	The following features are *not* included in this integration.
Bi-directional user synchronisation	This integration does *not* support user details being synchronised from KONE Office Flow to Command Centre. It only supports user details being synchronised from Command Centre to KONE Office Flow.
Elevator system configuration in Command Centre	The elevator system *cannot* be fully configured in Gallagher Command Centre. System items such as areas, lifts, and terminals must be configured in KONE Office Flow. These items are synced as read-only to Command Centre only so you can define which Cardholders can access them.

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1.1.3 Command Centre items introduced

New Command Centre items

This integration introduces items to Command Centre, to facilitate the running of the integration and the details required by the KONE Office Flow system.

Item	Description
Kone Service	The Kone Service item is configured with the details required to connect to the KONE Office Flow system and settings that affect how Cardholder details are synchronised to KONE Office Flow.
Kone Validity Time	Kone Validity Times are added to Command Centre as a new type of Schedule. These types of Schedule represent a Validity Time in KONE Office Flow, and are assigned to Command Centre Kone Elevator Access items.
Kone Elevator Access items	Kone Elevator Access items are configured in Command Centre Client on a new Administration screen ('Kone Elevator Access'). These items represent Access Rights in KONE Office Flow. In Command Centre, you can configure Kone Elevator Access items with Kone Validity Times, as well as KONE Office Flow Areas, Actions, Lifts, and Terminals.

1.2 Compatibility

Supported Gallagher software

This feature is available in Gallagher Command Centre vEL9.10 and later Command Centre releases.

1.3 Licensing

Required licences

Gallagher KONE Office Flow is a licensed feature. Your licence must contain the following entries:

```
[Limits]
Kone Services=X
```
(where X represents the maximum number of Kone Service items your site can have configured)

```
[Features]
Kone Access=1
```


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1.4 Version history

Added functionality The following table contains a history of functionality added:

Command Centre versions	Functionality added
9.40 MR3, 9.50 MR2	The minimum card number length is now configured against the Kone Service item as a "Media ID Length" per Card Type, in Configuration Client, rather than as a registry value. Refer to section 5.1 *"Configuring the Kone Service item"*. Earlier Command Centre versions continue to use the registry value.
9.20 MR7, 9.30 MR5, 9.40 MR3, 9.50 MR1	Improved reliability and performance with better card assignment from/until timestamp support. Only cards that are active or set to become active in the future are sent to KONE Office Flow. This helps prevent sync failures.
9.10 MR7, 9.20 MR4, 9.30 MR2	KONE Office Flow restricts (throttles) incoming messages, so you may see some periods where syncing pauses. A new status message is added to the Kone Service item: '*x* changes left to sync. Sync may pause at times - no action is needed' (where *x* is a number). This means the Kone Service is attempting to sync changes to KONE Office Flow.
9.10 MR6, 9.20 MR3, 9.30 MR1	Command Centre now prevents operators from assigning the same floor to a Cardholder's Primary Home Floor and Secondary Home Floor.
9.10 MR6, 9.20 MR3, 9.30 FR	The Gallagher Kone Service now automatically renews its certificate before it expires. The expiry date is displayed on the Kone Service item's 'Configuration' tab.
9.10 MR2	Added a registry key that allows a minimum byte length to be set for all card numbers sent from Command Centre to KONE Office Flow inside a media ID. Refer to section 6.7 *"Configuring the minimum card number length registry value"*.

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2 Operator Privileges

Required privileges The following Command Centre Operator Privileges are applicable for this integration:

Privilege	is required to...
Edit Access Groups	create Access Groups and assign Kone Elevator Access items to Access Groups
Edit Cardholders	configure Cardholders' KONE home floors and Personal Data Field values
Edit Personal Data Definitions	create and assign Phone and Email Personal Data Fields
Edit Schedule	create Day Categories and Kone Validity Times
Edit Site	create Kone Service items and Kone Elevator Access items
Modify Access Control	assign Cardholders to Access Groups
View Events and Alarms	view relevant events and alarms (e.g. Kone Service offline)

Assign privileges Assign the appropriate privileges to the appropriate operators. For instructions on assigning operator privileges, refer to the topic *"Setting up Operator Groups"* in the Configuration Client Help.

Assign operators to Viewers Ensure the appropriate Operator Groups are assigned to the appropriate Viewers. For example, an operator may wish to configure a Cardholder's KONE home floors in the Cardholder Viewer.

Within the Viewer Configuration, select the **Assign to Operators** button (located near the Viewer name) and select the appropriate Operator Groups to assign the Viewer to.

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3 Before you begin

KONE Office Flow prerequisites

Ensure you have the following from KONE Office Flow:

✓	Prerequisite
☐	The IP address and port of the KONE Office Flow server.
☐	An activation code for KONE Office Flow. Note that activation codes expire after 24 hours.
☐	Knowledge of which people should have access to which things.
☐	The minimum byte length that will be enforced on card numbers that are sent from Gallagher Command Centre to KONE Office Flow inside a media ID, *if* cards with a 'Format' of 'Card Number' will be synced to KONE Office Flow.

Command Centre prerequisites

Ensure you have the following for Gallagher Command Centre:

✓	Prerequisite
☐	Access to Command Centre with the required operator privileges.
☐	The required licence.
☐	The minimum required Command Centre version (vEL9.10 or later Command Centre release).
☐	Knowledge of where Gallagher readers are installed (if assigning Gallagher readers to DOPs).

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4 Using the KONE Office Flow Integration (overview)

Overview

This table gives an overview of how the Gallagher KONE Office Flow integration is configured and used. This is not a configuration procedure; refer to each relevant section for the detailed configuration procedures. Use this table as a checklist to track your progress while configuring this integration:

✓	Step	Description	Section
☐	1	Configure the Kone Service item to connect to KONE Office Flow. Import KONE items into Command Centre (Lift Decks, Actions, Areas, and Terminals) and define the Cardholder details to be synchronised.	5.1 *"Configuring the Kone Service item"*
☐	2	If you require special access days (e.g. public holidays), create all the Day Categories (Special Days) required for each KONE Office Flow system, and assign them to the Default Calendar.	6.1 *"Configuring Special Days (Day Categories)"*
☐	3	Configure all Kone Validity Times in Command Centre that will be required to assign to Command Centre Kone Elevator Access items.	6.2 *"Configuring Kone Validity Times"*
☐	4	Configure floors and assign Special Days for all Kone Services in Command Centre Client.	6.3 *"Assigning Gallagher readers and Day Categories (optional)"*
☐	5	Configure all required Command Centre Kone Elevator Access items with Kone Validity Times, Areas, Actions, Lifts, and Terminals.	6.4 *"Configuring Kone Elevator Access items"*
☐	6	Add all Cardholders to appropriately defined Access Groups, and assign the required Kone Elevator Access items to the appropriate Access Groups. All Cardholders in the Access Groups with a Kone Elevator Access item assigned are synchronised to KONE Office Flow.	6.5 *"Configuring Access Groups for KONE Office Flow"*
☐	7	Add the new 'Kone Elevator Home Floors' tile to all required Cardholder Viewers, so operators can assign Home Floors to Cardholders.	6.6 *"Configuring the Kone Elevator Home Floors tile"*
☐	8	If on an applicable Command Centre version, set the registry value to ensure all card numbers sent from Command Centre to KONE Office Flow meet a minimum byte length (recommended).	6.7 *"Configuring the minimum card number length registry value"*
☐	9	Define Home Floors for all Cardholders who will be synced to KONE Office Flow.	7.2 *"Assigning KONE Home Floors to Cardholders"*

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	10	The Gallagher KONE Office Flow Integration regularly synchronises Cardholders to KONE Office Flow as per your configuration.	
	11	Continue to modify Cardholders' Kone Elevator Access items and general details in Command Centre as is required, and let their details be automatically updated in KONE Office Flow as per your modifications.	

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5 Configuration Client configuration

In this section

Perform the following configuration procedure in Gallagher Configuration Client:

5.1 Configuring the Kone Service item

Before you begin

Ensure you have met all the required prerequisites mentioned in section 3 "*Before you begin*".

5.1 Configuring the Kone Service item

About this section

The Kone Service item is configured with the details required to connect to KONE Office Flow. Its configuration also determines which Card Type details are synchronised and whether Cardholder phone numbers and emails will be synchronised, and if so, which phone and email Personal Data Fields will be synchronised.

Where to perform this section

Perform this procedure in Gallagher Configuration Client.

Procedure

To configure a Kone Service item, perform the following procedure:

Step	Action	Description
1	**Open Services and Workstations window**	Click Configure from the menu bar, then **Services and Workstations**. The Services and Workstations list window displays.
2	**New Kone Service**	Right-click and select **New...** > **Kone Service**. The Kone Service **General** tab displays.
3	**General details**	Configure the general details as required.
4	**Event Response tab**	Click the **Event Response** tab and configure as required.
5	**Alarm Instructions tab**	Click the **Alarm Instructions** tab and configure as required.

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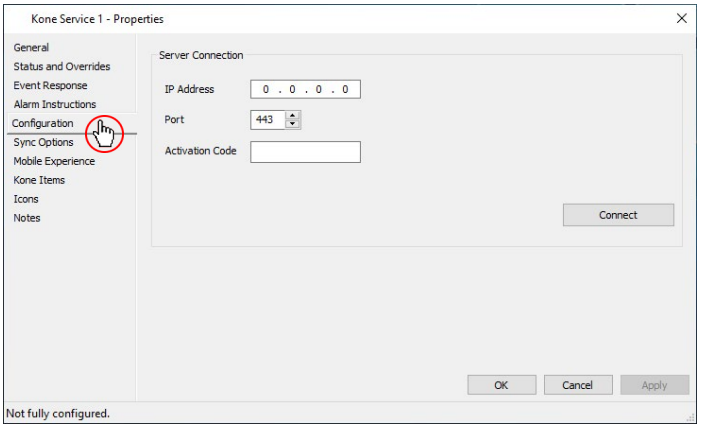
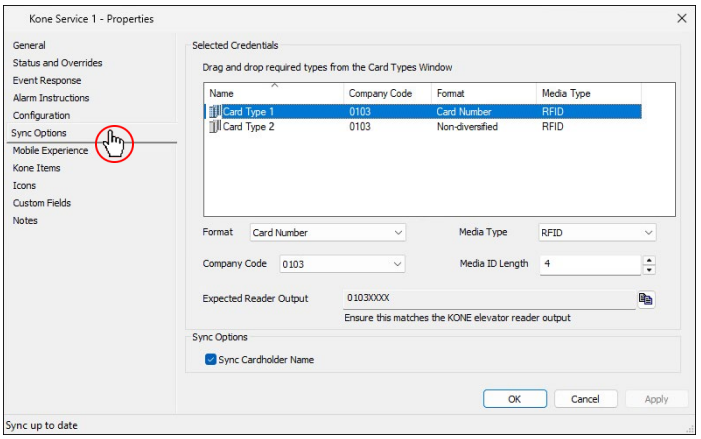
6	**Click the Configuration tab**	
7	**IP Address**	In the **IP Address** field, enter the IP address of the KONE Office Flow server.
8	**Port**	In the **Port** field, enter the port number of the API on the KONE Office Flow server.
9	**Activation Code**	In the **Activation Code** field, enter the Activation Code that you have been provided by KONE. See section 3 "*Before you begin*".
10	**Click Connect**	Click the **Connect** button to connect to KONE Office Flow. If successful, the 'Activation Code' field is replaced with a Client Certificate Expiry. The 'Connect' button is replaced by a 'Disconnect' button. See below this procedure for more information about this button.
11	**Click the Sync Options tab**	
12	**Select credentials**	Drag into the **Selected Credentials** grid all the Card Types for which Cardholders' card details will be synced to KONE Office Flow. For MIFARE Classic cards, the CSN and MIFARE Classic data will be synchronised. For MIFARE DESFire cards, the CSN and non-diversified data will be synchronised. Any other Card Type data is not synced.

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13	**Select Company Code and Format**	For each Card Type you have added to the grid, select it and choose the **Company Code** and **Format** that will be used to construct the card number when cards of that Card Type get synchronised to KONE Office Flow. The selected Company Code will make up the first digits of the card number, followed by the Command Centre card number in the selected Format. **Notes:** • A KONE Company Code is equivalent to a site's Command Centre Facility Code. • The 'Card number' Format option is the card number converted to hexadecimal.
14	**Select Media Type**	And for each Card Type, select the **Media Type** that cards of that Card Type are created as when synchronised to KONE Office Flow.
15	**Select Media ID Length**	**Note:** The 'Media ID Length' field is only available in 9.40 MR3, 9.50 MR2 and later releases. It is only applicable to Card Types with the Format of 'Card Number'. For each 'Card Number' format Card Type, enter in the **Media ID Length** field the minimum character length that will be enforced on card numbers that are sent from Gallagher Command Centre to KONE Office Flow inside a media ID. This must match the settings of the readers used with KONE Office Flow. You should check the minimum card character length with your KONE representative. Minimum value is 2, maximum value is 32. Only even numbers can be entered. If a card number requires fewer than this number of characters, Command Centre will pad the card number with leading zeros until it fits the length required as per your specified Media ID Length. For example, if the Media ID Length is 4, card numbers under 256 will be encoded into four characters between 0000 and 00FF. A card number will never be truncated. If a card number requires more characters than the Media ID Length value, the card number is sent without being changed.
16	**Sync Cardholder Name**	If you want Cardholder names to be synchronised to KONE Office Flow, select the **Sync Cardholder Name** check box. If this check box is unchecked, the synchronised records will not have names in KONE Office Flow. **Note:** This check box must be checked if the **Mobile Experience** check box is selected (see next steps).

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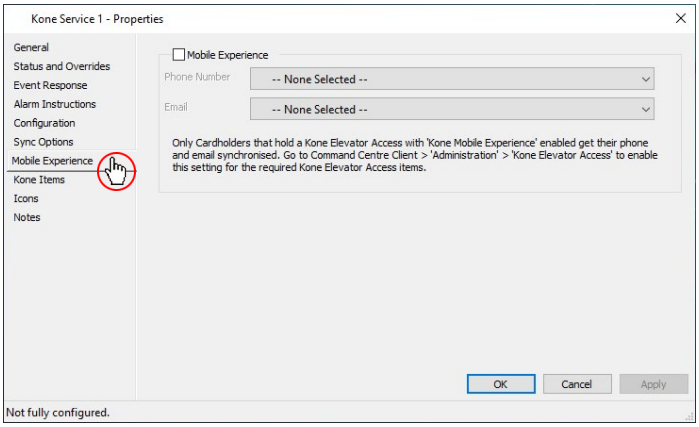
17	**Click the Mobile Experience tab**	
18	**Mobile Experience**	If you want Cardholders' phone and email details to be synced to KONE Office Flow, select the **Mobile Experience** check box. This setting is optional. **Note:** For Access Group members to have their mobile details synced: • at least one of the Access Group's Kone Elevator Access items must have the **Kone Mobile Experience** check box selected (done in Command Centre Client), and • Cardholders must have their Name (the **Sync Cardholder Name** check box must be checked), Phone, and Email synchronised to KONE Office Flow.
19	**Go to step**	Did you select the **Mobile Experience** check box? If yes, go to Step 20. If no, go to Step 22.
20	**Phone Number**	From the **Phone Number** drop-down list, select the Personal Data Field that contains the phone number that Cardholders will have synchronised to KONE Office Flow. This Personal Data Field must be either 'Text' or 'Text - List' Data type.
21	**Email**	From the **Email** drop-down list, select the Personal Data Field that contains the email address that Cardholders will have synchronised to KONE Office Flow. This Personal Data Field must be either 'Text' or 'Text - List' Data type.

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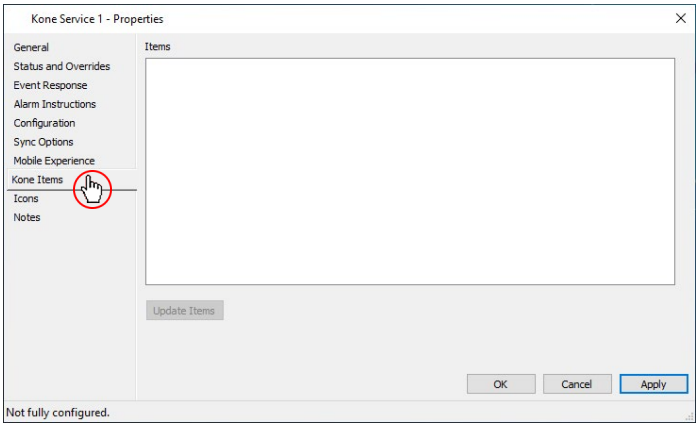
22	**Click the Kone Items tab**	 This tab contains a read-only tree list of the items that have been imported from KONE Office Flow, including Lift Decks, Actions, Areas, and Terminals.
23	**Update Items**	Click the **Update Items** button to refresh the KONE items. If the connection to KONE Office Flow is active, all existing KONE items are added to the list, and any KONE items that have been deleted from KONE Office Flow since the last "Update" are removed from the list. In other words, the list is updated to match the current item configuration of the KONE Office Flow system.
24	**Icons tab**	Click the **Icons** tab if you want to change the Icon Set for this Kone Service item.
25	**Notes tab**	Click the **Notes** tab if you want to add a note(s) about this Kone Service item.
26	**Click OK**	Click **OK** to close and save your changes.

'Disconnect' button

Once connected, the 'Configuration' tab contains a 'Disconnect' button. If this button is clicked, Command Centre will stop synchronising any new details to KONE Office Flow, and no new events from KONE Office Flow will be received by Command Centre.

No existing (already synchronised) records or configuration are cleared from KONE Office Flow when this button is clicked.

⚠ **Warning:** If you click 'Disconnect', you will need to request a new activation code to connect to KONE Office Flow again.

Kone Service '*x* changes left to sync' status

After creating the Kone Service item, each time there is a change to sync to KONE Office Flow, its **Status and Overrides** tab displays a status of '*x* changes left to sync. Sync may pause at times - no action is needed' (where *x* is a number). This means the Kone Service is attempting to sync changes to KONE Office Flow. KONE Office Flow restricts (throttles) incoming messages, so you may see some periods where syncing pauses. You do not need to do anything.

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6 Command Centre configuration

In this section

Perform the following configuration procedures in Gallagher Command Centre:

6.1 Configuring Special Days (Day Categories)
6.2 Configuring Kone Validity Times
6.3 Assigning Gallagher readers and Day Categories (optional)
6.4 Configuring Kone Elevator Access items
6.5 Configuring Access Groups for KONE Office Flow
6.6 Configuring the Kone Elevator Home Floors tile
6.7 Configuring the minimum card number length registry value
6.8 Configuring optional registry values

6.1 Configuring Special Days (Day Categories)

About Day Categories

Command Centre Day Category items that are assigned to Kone Services will be replicated as Special Days in those KONE Office Flow systems. Day Categories represent days in the calendar that differ from regular days, such as public holidays. They are configured and then assigned to Command Centre Kone Service items, which applies them to each of the Kone Service's Kone Elevator Access items. For each Kone Elevator Access item, you can configure how access is granted/denied on each Day Category.

Divisions: Day Categories do not have Divisions, so they are usable by all operators and Kone Service items in any Division.

Should I perform this procedure?

Since Day Categories are a standard item within the Command Centre system, you may have configured your required Day Categories prior to configuring the KONE Office Flow integration. In this case, you may only need to assign existing Day Category items to your Kone Service(s) in section 6.3 "*Assigning Gallagher readers and Day Categories (optional)*".

If you do not have any Day Category items configured, perform the below procedure for each Special Day you will require in the KONE Office Flow system (e.g. public holidays).

Procedure

To configure a Day Category in Gallagher Command Centre Client, perform the following procedure:

Step	Action	Description
1	**Click Calendars**	From Command Centre main window, click **Administration** > **Calendars**.

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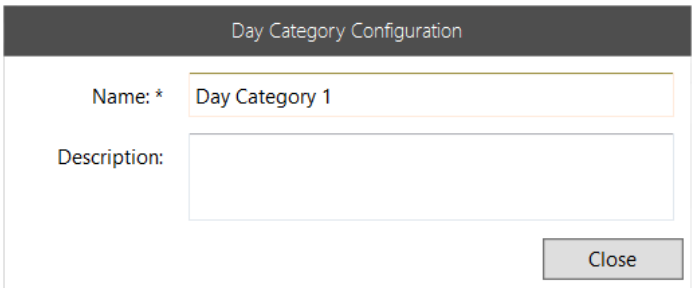
2	**New Day Category**	Click the **New Calendar or Day Category** button on the Viewer Navigation Panel, and then select **Day Category**. The new Day Category is added to the Viewer Navigation Panel, and the Day Category Configuration pop-up displays. 
3	**Name**	Enter an appropriate name in the **Name** field (limited to 60 characters).
4	**Description**	If required, enter a **Description** (limited to 200 characters).
5	**Click Close**	Click the **Close** button. The Day Category Configuration pop-up closes.
6	**Colour tab**	There are two tabs (i.e. **Colour** and **History/Notes**). The **Colour** tab displays by default.
7	**Colour**	On the Colour tab, select a colour to represent this Day Category (when viewed in a Calendar or Kone Elevator Access item). Either choose a standard colour, or modify the Red, Green, and Blue values for a specific colour.
8	**History/Notes**	If you want to record any note(s) about the Day Category, click the **History/Notes** tab.
9	**Click Save**	Click the **Save** button. A new Day Category is created.
10	**Select 'Default Calendar'**	From the Navigation Panel, select the 'Default Calendar'. The 'Calendar' tab displays.
11	**Select a day or date**	Select a day (Mon, Tue, etc.) or a specific date (e.g. 1 Jan 2024) on the Calendar, that you want your new Day Category to apply to. For example, if you created a Day Category named 'New Year's Day', select 1 Jan (January 1st). A browse tool displays.
12	**Select Day Category**	Select the new Day Category, and click **OK**.
13	**Click Save**	Click the **Save** button. The Day Category is applied to the selected day/date. **Note:** Day Categories applied to a day of the week apply to that day *every* week. Day Categories applied to a date only apply to that specific date of the year (e.g. 2024) that you applied it to.

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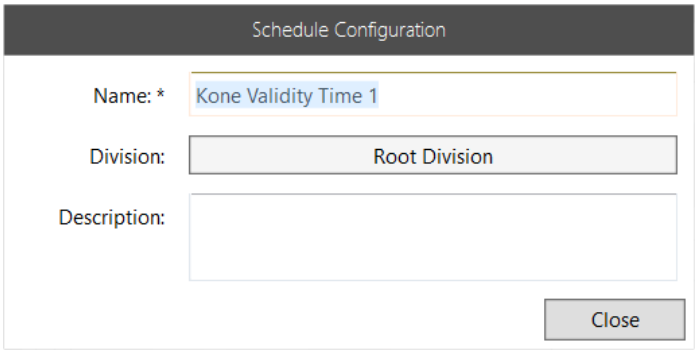
6.2 Configuring Kone Validity Times

About Kone Validity Times

Command Centre Kone Validity Time items represent KONE Office Flow Validity Times. Kone Validity Times are used to determine what times of the day and week access is permitted. They are configured so they can be assigned to Command Centre Kone Elevator Access items. In Command Centre Client, Kone Validity Times are configured on the Schedules screen. Once the Gallagher KONE Office Flow Integration is running, modifications to Command Centre Kone Validity Time items are synchronised to KONE Office Flow.

Procedure

To configure a Kone Validity Time in Gallagher Command Centre Client, perform the following procedure:

Step	Action	Description
1	**Click Schedules**	From Command Centre main window, click **Administration** > **Schedules**.
2	**New Kone Validity Time**	Click the **New Schedule** button on the Viewer Navigation Panel, and then select **Kone Validity Time**. The new Kone Validity Time is added to the Viewer Navigation Panel, and the **Schedule Configuration** pop-up displays. 
3	**Name**	Enter an appropriate name in the **Name** field (limited to 60 characters).
4	**Description**	If required, enter a **Description** (limited to 200 characters).

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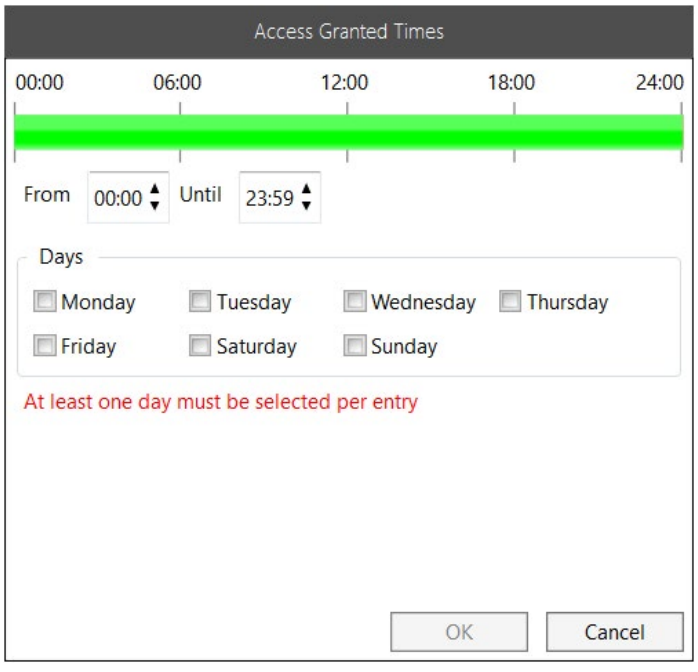
5	**Division**	The **Division** button defaults to the name of the last Division in which the Operator created a Command Centre item, regardless of whether it was created in Configuration Client or via Command Centre Client. If this is not the appropriate Division for this Schedule to be in, select a Division as follows: a. Click the **Division** button. A browse tool displays. b. Select the appropriate Division. c. Click the **OK** button. The pop-up closes and the button changes to the name of the Division you selected.
6	**Click Close**	Click the **Close** button. The Kone Validity Time Configuration pop-up closes. There are two tabs, **Timespans** and **History/Notes**. The **Timespans** tab displays by default. The 'Weekly View' section provides a grid where timespans can be added. The timespans you add represent the times where access is permitted. Initially the grid will be blank, and the visual weekly timeline is all red to represent access is not permitted at any time.
7	**Add Weekly Timespan**	To add a timespan, click the **Add Weekly Timespan** button. The Access Granted Times pop-up displays. 

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8	**From time**	Enter the time that access will be permitted from in the **From** field. Before this time of day, access will not be permitted.
9	**Until time**	Enter the time that access will be permitted until in the **Until** field. After this time of day, access will not be permitted. The visual timeline updates as per your configuration. Green shows the times access is permitted, red shows the times access is not permitted.
10	**Days**	From the **Days** section, select each day of the week that your configured From and Until times apply to. **Note:** Each Weekly Timespan (combined configuration of 'From', 'Until', and 'Days') within the Kone Validity Time should be unique. You have no reason to create duplicate Weekly Timespans.
11	**Click OK**	Click **OK** to save the timespan.
12	**Add more timespans**	Repeat steps 7-11 for each timespan this Kone Validity Time requires. Refer to the visual weekly timeline in the 'Weekly View' section to visually assess your configuration. **Note:** By hovering the mouse over a day in the visual weekly timeline, the times when access is granted/denied are displayed in detail.
13	**Edit a timespan**	To edit a timespan you have added, select it and click the **Edit** button. To remove a timespan you have added, select it and click the **Delete** button. To deselect a timespan, click the **Clear Selection** button.
14	**Scheduled Items**	The 'Scheduled Items' section shows a read-only list of Kone Elevator Access items that this Kone Validity Time is attached to. Click the arrow in the top-right of this section to expand or collapse it.
15	**History/Notes**	If you want to record any note(s) about the Kone Validity Time, click the **History/Notes** tab.
16	**Click Save**	Click the **Save** button. A new Kone Validity Time is created.

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6.3 Assigning Gallagher readers and Day Categories (optional)

About this section

You only need to perform the procedures in this section if:

- Gallagher readers will be used with KONE Office Flow, or
- you need to apply Day Categories (e.g. holidays or days with special access hours) to your Kone Service's Kone Elevator Access items (access rights).

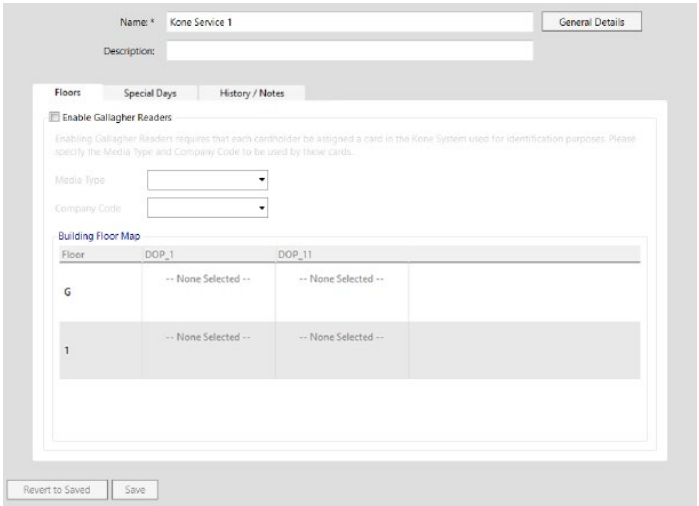
About the Floors tab

You only need to configure the 'Floors' tab if Gallagher readers will be used with KONE Office Flow.

For Gallagher readers to be used with the KONE Office Flow system, each person in the KONE system must have a card. For this, a 'dummy' card is assigned to each person in the KONE system to ensure this condition is always satisfied. A Kone Service's 'Floors' tab allows you to configure the card details to be used for the dummy card.

Floors tab

To configure dummy card details and select Gallagher readers on the **Floors** tab on the Kone Services screen, perform the following procedure:

Step	Action	Description
1	**Click Kone Services**	From Command Centre main window, click **Administration** > **Kone Services**.
2	**Select Kone Service**	From the Navigation Panel, select the Kone Service for which you wish to enable Gallagher Readers. The **Floors** tab displays. 
3	**Select Enable Gallagher Readers**	Select the **Enable Gallagher Readers** check box. The rest of the settings are enabled.

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4	**Media Type**	Select the **Media Type** that people's dummy cards in KONE Office Flow will be. The Media Type does not have an effect on any functionality, since the card is a dummy card (not physical). However, you may wish to select a Media Type that you do not use for real credentials, to keep the dummy cards separate.
5	**Company Code**	Select the **Company Code** that will be used to construct the card number of dummy cards in KONE Office Flow.
6	**Building Floor Map**	In the 'Building Floor Map' section, each Floor within the KONE Office Flow system is listed, with buttons available to assign a Gallagher Reader to each floor. For each DOP (column) on each floor (row), click the button to select the Gallagher Reader that is installed next to that DOP on that Floor. When a person badges their real credential at one of these Gallagher Readers, the KONE system will interpret this as an access request from the Cardholder's dummy card at the Reader's corresponding DOP on the corresponding floor, so the KONE system can make the access decision. **Direct Call:** For each Gallagher Reader, you can optionally select the 'Direct Call' check box. With this check box selected, people with a Home Floor assigned will automatically call an elevator to their Home Floor upon badging at this Reader. **Note:** For a person to be granted access at a reader, their Cardholder record in Command Centre must also have access.
7	**History/Notes**	If you want to record any note(s) about the Kone Service item, click the **History/Notes** tab.
8	**Click Save**	Click **Save** to save the Kone Service's 'Floors' configuration.

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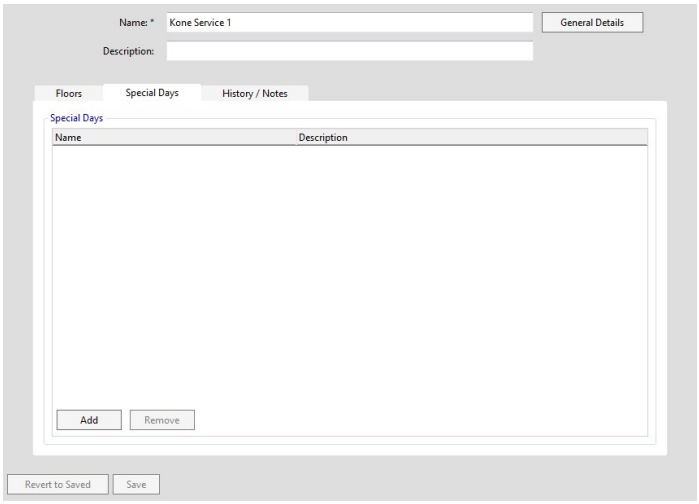
About the Special Days tab

You only need to configure the 'Special Days' tab if access will be different on certain days, for example public holidays. Before configuring this tab, complete section 6.1 "*Configuring Special Days (Day Categories)*".

Special Days tab

To add Day Categories on the **Special Days** tab on the Kone Services screen, perform the following procedure:

Step	Action	Description
1	**Click Kone Services**	From Command Centre main window, click **Administration** > **Kone Services**.
2	**Select Kone Service**	From the Navigation Panel, select the Kone Service for which you wish to add Special Days.
3	**Click the Special Days tab**	 The 'Special Days' tab allows you to add Day Categories (e.g. holidays or days with special access hours) to this Kone Service item. All Kone Elevator Access items (access rights) that are assigned to this Kone Service will have these Day Categories applied.
4	**Click Add**	Click the **Add** button. The Select Day Categories window displays.
5	**Select Special Days**	Select all Day Categories that you wish to apply to this Kone Service's Kone Elevator Access items, then click **Add Selection**.
6	**History/Notes**	If you want to record any note(s) about the Kone Service item, click the **History/Notes** tab.
7	**Click Save**	Click **Save** to save the Kone Service's 'Special Days' configuration.

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6.4 Configuring Kone Elevator Access items

About Kone Elevator Access items

Command Centre Kone Elevator Access items represent KONE Office Flow Access Rights. Kone Elevator Access items are used to specify and limit the times Cardholders can gain access, what actions they can make, and which areas, lifts, and terminals they can access. In Command Centre Client, Kone Elevator Access items are configured on the Kone Elevator Access screen. Once the Gallagher KONE Office Flow Integration is running, modifications to Command Centre Kone Elevator Access items are synchronised to KONE Office Flow.

Procedure

To configure a Kone Elevator Access item in Gallagher Command Centre Client, perform the following procedure:

Step	Action	Description
1	**Click Kone Elevator Access**	From Command Centre main window, click **Administration** > **Kone Elevator Access**.
2	**New Kone Elevator Access Item**	Click the **New Kone Elevator Access Item** button on the Viewer Navigation Panel. The new Kone Elevator Access item is added to the Viewer Navigation Panel, and the Kone Elevator Access Configuration pop-up displays.
3	**Name**	Enter an appropriate name in the **Name** field (limited to 60 characters).
4	**Description**	If required, enter a **Description** (limited to 200 characters).
5	**Division**	The **Division** button defaults to the name of the last Division in which the Operator created a Command Centre item, regardless of whether it was created in Configuration Client or via Command Centre Client. If this is not the appropriate Division for this Kone Elevator Access item to be in, select a Division as follows: a. Click the **Division** button. A browse tool displays. b. Select the appropriate Division. c. Click the **OK** button. The pop-up closes and the button changes to the name of the Division you selected.
6	**Click Select a Kone Service**	Click the **Select a Kone Service** button to select the applicable Kone Service item for this Kone Elevator Access item. A browse tool displays.

Continued on next page

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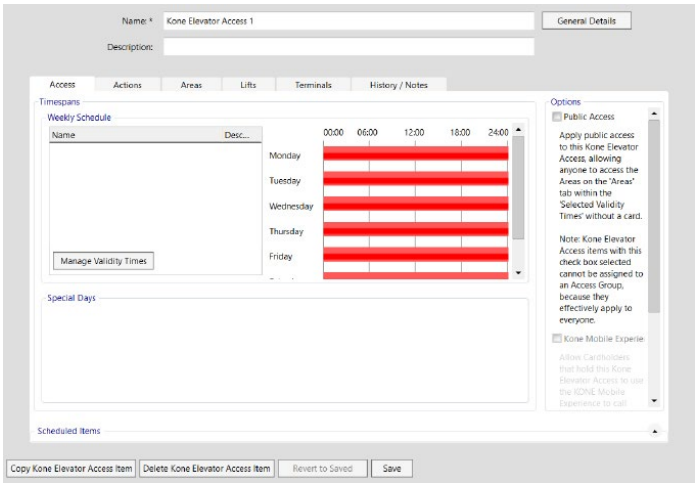
7	**Select Kone Service**	Select the appropriate Kone Service item for this Kone Elevator Access item. **Note:** A Kone Service item represents a KONE Office Flow system. This Kone Elevator Access item will be synchronised to the selected Kone Service's KONE Office Flow system. Correspondingly, the Actions, Areas, Lifts, and Terminals you are able to select when configuring this Kone Elevator Access item will be imported from the selected Kone Service's KONE Office Flow system.
8	**Click OK**	Click the **OK** button. The pop-up closes and the button changes to the name of the Kone Service you selected.
9	**Click OK**	Click the **OK** button. The Kone Elevator Access Configuration pop-up closes. There are several tabs. The **Access** tab displays by default.
10	**Click the Access tab**	 The **Access** tab contains the collated access times as per the Kone Validity Times you add. You can add multiple Kone Validity Times to a Kone Elevator Access item. People that are assigned this Kone Elevator Access item in KONE Office Flow can gain access at the times of day specified in the Kone Validity Times you add to this Kone Elevator Access item. **Note:** If you do not add any Kone Validity Times (default), access is *granted* at *all times*.
11	**Click Manage Validity Times**	To add a Kone Validity Time to this Kone Elevator Access item, click the **Manage Validity Times** button. A list of available Kone Validity Times displays.
12	**Select Validity Times**	Select the check box next to each Kone Validity Time you wish to apply to this Kone Elevator Access item.

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13	**Click OK**	Click the OK button to add your selection(s). The visual weekly timeline updates to reflect the Kone Validity Time(s) you have added. Green represents when access will be granted as per all of the added Kone Validity Times; red represents when access will be denied.
14	**Remove a Validity Time**	To remove a Kone Validity Time from this Kone Elevator Access item, click the **Manage Validity Times** button and deselect the Kone Validity Time's check box, then click the **OK** button.
15	**Special Days**	The 'Special Days' section displays all the Day Category items that are assigned to this Kone Elevator Access item's Kone Service item (the Kone Service selected in 'General Details'). All of these Day Categories are applied to this Kone Elevator Access item. You can add or remove Day Categories on the 'Special Days' tab of the Kone Service item. For this Kone Elevator Access item: a. Click the timeline bar (all red by default) of the first Day Category in the 'Special Days' list. A pop-up window displays. b. From the drop-down list, select whether access will be denied or granted from 00:00 midnight. c. Then, optionally add as many more state changes as required, by clicking **Add a state change** and then choosing which state to change to (Deny or Grant) and at which time. d. Click **OK** to save the access times for this Day Category for this Kone Elevator Access item. Repeat these steps for each Special Day in the list, or click the  button to copy the first Special Day's configuration to another Special Day. **Note:** Day Categories' state changes are configured per Kone Elevator Access item. Day Category configuration (per the above procedure) does not affect the configuration of those Day Categories on any other Kone Elevator Access item.

Continued on next page

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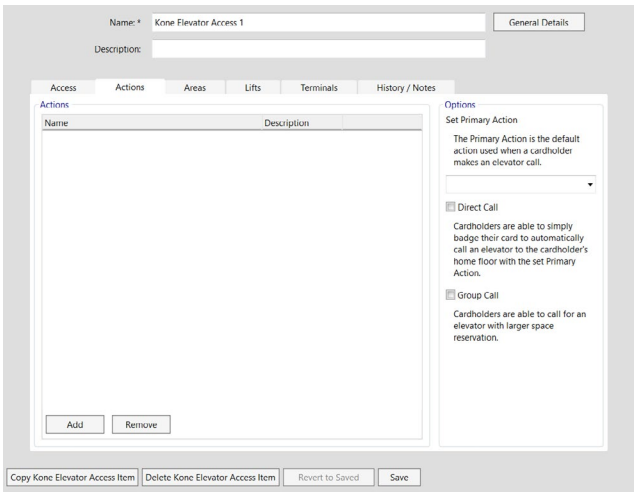
5	**Public Elevator Access**	If the **Public Access** check box is selected, public access is applied to this Kone Elevator Access, allowing anyone to access the Areas on the 'Areas' tab within the 'Selected Validity Times' without a card. **Note:** Kone Elevator Access items with this check box selected cannot be assigned to an Access Group, because they effectively apply to everyone.
6	**Kone Mobile Experience**	If the **Kone Mobile Experience** check box is selected, Cardholders belonging to Access Groups with this Kone Elevator Access item assigned will get their phone and email synchronised to KONE Office Flow. **Notes:** • For this check box to be enabled, the **Mobile Experience** settings in the Kone Service item must also be enabled and configured. • If Kone Mobile Experience is enabled, Cardholders *must* have values in their Phone and Email PDFs, otherwise the Cardholders are not synchronised to KONE Office Flow.
7	**Scheduled Items**	The 'Scheduled Items' section displays a read-only list of all the Access Groups that this Kone Elevator Access item is assigned to. You can add or remove Access Groups by assigning/removing this Kone Elevator Access item on an Access Group's 'Kone Elevator Access' tab.
8	**Click the Actions tab**	 The **Actions** tab allows you to add KONE Actions to the Kone Elevator Access item. Actions are not Command Centre items; they are imported from KONE Office Flow and there is no ability to create or modify the available KONE Actions from Command Centre Client. People that are assigned this Kone Elevator Access item in KONE Office Flow can perform the Actions you add to it.

Continued on next page

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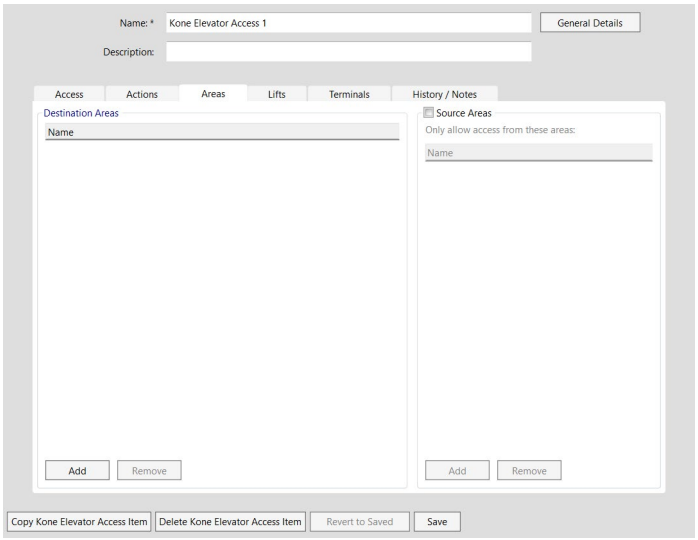
9	**Add**	To add an Action to this Kone Elevator Access item, click the Add button. The Select Kone Actions pop-up displays.
10	**Select Actions**	Select the check box next to each Action you wish to apply to this Kone Elevator Access item. Work with your KONE representative to ensure you have the correct set of actions for each KONE Office Flow Access Right. For example, using turnstiles requires a certain action.
11	**Add Selection**	Click the Add Selection button to add your selection(s). The Actions list updates with the Action(s) you have added.
12	**Remove an Action**	To remove an Action from this Kone Elevator Access item, select the Action from the list and click the Remove button.
13	**Direct Call**	Select the **Direct Call** check box to allow People with a Home Floor assigned to automatically call an elevator to their Home Floor upon badging at a terminal. **Note:** This check box cannot be checked if the 'Public Elevator Access' check box is checked on the 'Access' tab.
14	**Group Call**	Select the **Group Call** check box to allow a group of People with this Access Right to all badge at a terminal to call an elevator for the group. **Note:** This check box cannot be checked if the 'Public Elevator Access' check box is checked on the 'Access' tab.
15	**Click the Areas tab**	 The **Areas** tab allows you to add KONE Areas to the Kone Elevator Access item. The Areas displayed are imported from KONE Office Flow and there is no ability to create or modify these Areas in Command Centre. People that are assigned this Kone Elevator Access item in KONE Office Flow can access the Areas you add to it.

Continued on next page

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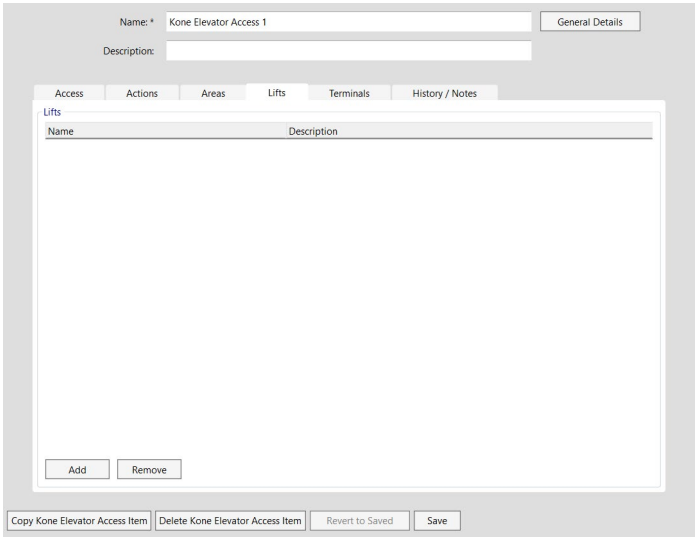
16	**Click Add**	The 'Destination Areas' section contains the Areas that People with this Access Right can call a Lift to. To add a Destination Area to this Kone Elevator Access item, click the **Add** button. The Select Kone Areas pop-up displays.
17	**Select Areas**	Select the check box next to each Destination Area you wish to apply to this Kone Elevator Access item.
18	**Add Selection**	Click the **Add Selection** button to add your selection(s). The Areas list updates with the Area(s) you have added.
19	**Remove an Area**	To remove a Destination Area from this Kone Elevator Access item, select the Area from the list and click the **Remove** button.
20	**Click the Lifts tab**	 The **Lifts** tab allows you to add KONE Lifts to the Kone Elevator Access item. The Lifts displayed are imported from KONE Office Flow and there is no ability to create or modify these Lifts in Command Centre. People that are assigned this Kone Elevator Access item in KONE Office Flow can access the Lifts you add to it.
21	**Click Add**	To add a Lift to this Kone Elevator Access item, click the **Add** button. The Select Kone Lifts pop-up displays.
22	**Select Lifts**	Select the check box next to each Lift you wish to apply to this Kone Elevator Access item.
23	**Add Selection**	Click the **Add Selection** button to add your selection(s). The Lifts list updates with the Lift(s) you have added.
24	**Remove a Lift**	To remove a Lift from this Kone Elevator Access item, select the Lift from the list and click the **Remove** button.

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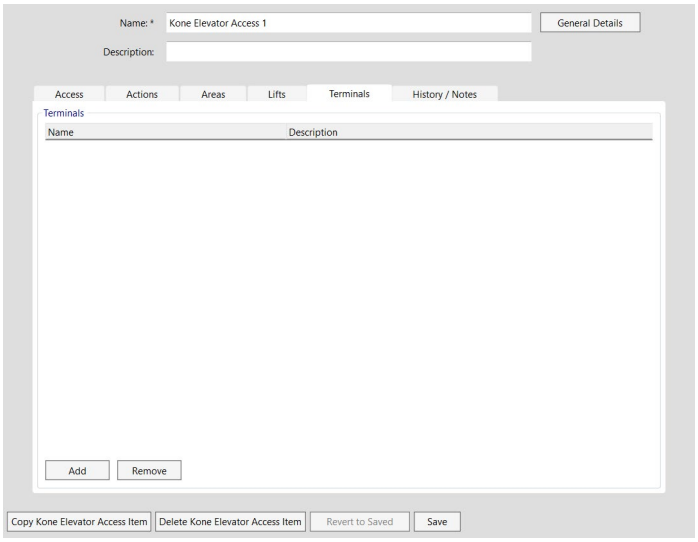
25	**Click the Terminals tab**	 The **Terminals** tab allows you to add KONE Terminals to the Kone Elevator Access item. The Terminals displayed are imported from KONE Office Flow and there is no ability to create or modify these Terminals in Command Centre. People that are assigned this Kone Elevator Access item in KONE Office Flow can use the Terminals you add to it.
26	**Click Add**	To add a Terminal to this Kone Elevator Access item, click the **Add** button. The Select Kone Terminals pop-up displays.
27	**Select Terminals**	Select the check box next to each Terminal you wish to apply to this Kone Elevator Access item.
28	**Add Selection**	Click the **Add Selection** button to add your selection(s). The Terminals list updates with the Terminal(s) you have added.
29	**Remove a Terminal**	To remove a Terminal from this Kone Elevator Access item, select the Terminal from the list and click the **Remove** button.
30	**Check added items**	Check you have added all required items on each tab. You must have added at least one Action (on the Actions tab) before you can save the Kone Elevator Access item.
31	**History/Notes**	If you want to record any note(s) about the Kone Elevator Access item, click the **History/Notes** tab.
32	**Click Save**	Click the **Save** button. A new Kone Elevator Access item is created.

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6.5 Configuring Access Groups for KONE Office Flow

About Kone Access Groups

Now that you have configured the Command Centre Kone Elevator Access items, you can define the Cardholders who get each Kone Elevator Access item. This is done by assigning one or more Kone Elevator Access items to an Access Group, and then adding the Cardholders who will get those Kone Elevator Access items to this Access Group. You will do this for as many Access Groups as required.

One Access Group is used to assign a Kone Elevator Access item, or a specific combination of Kone Elevator Access items, to a specific group of Cardholders. The Cardholders who are assigned a Kone Elevator Access item in Command Centre will get that Elevator Access in KONE Office Flow.

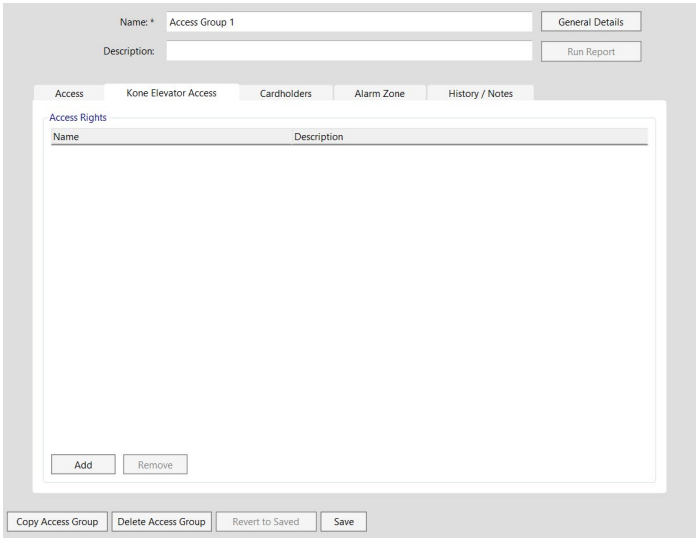
Before you begin

Before assigning Kone Elevator Access items and Cardholders to Access Groups, ensure you:

- Configure all the required Kone Elevator Access items.
- Create all the required Access Groups. You should create all the Access Groups you need in order to accommodate all required Kone Elevator Access items and combinations of Kone Elevator Access items.

Procedure

To configure an Access Group for the KONE Office Flow Integration in Gallagher Command Centre Client, perform the following procedure:

Step	Action	Description
1	**Click Access Groups**	From Command Centre main window, click **Administration** > **Access Groups**.
2	**Select an Access Group**	Select an Access Group that you wish to add Kone Elevator Access items to from the Viewer Navigation Panel.
3	**Click the Kone Elevator Access tab**	

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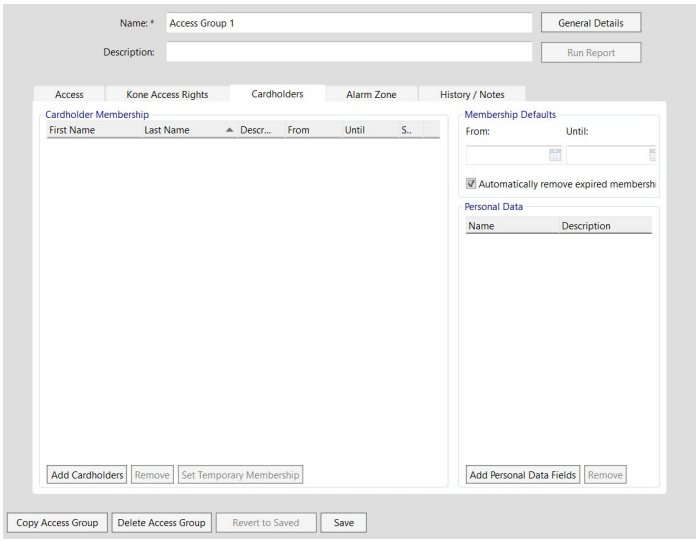
4	**Click Add**	Click the **Add** button to select the applicable Kone Elevator Access items for this Access Group. A browse tool displays.
5	**Select Kone Elevator Access items**	Select the appropriate Kone Elevator Access items for this Access Group.
6	**Add Selection**	Click the **Add Selection** button. The browse tool closes and the selected Kone Elevator Access items are added to the 'Access Rights' list.
7	**Click the Cardholders tab**	
8	**Add Cardholders**	Click the **Add Cardholders** button to select the applicable Cardholders for this Access Group. A browse tool displays.
9	**Select Cardholders**	Search for and select the appropriate Cardholders for this Access Group. **Note:** The selected Cardholders will receive the previously selected Kone Elevator Access item(s) when they are synced to KONE Office Flow.
10	**Click OK**	Click the **OK** button.
11	**Click Save**	Click the **Save** button. The selected Kone Elevator Access item(s) and Cardholders are assigned to the Access Group.

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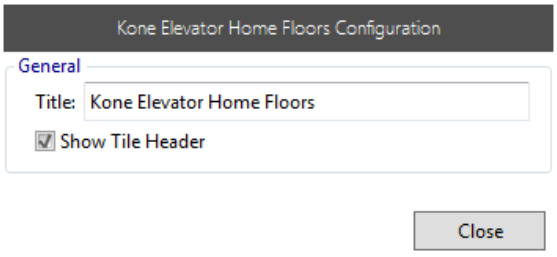
6.6 Configuring the Kone Elevator Home Floors tile

About the Kone Elevator Home Floors tile

This tile lets an operator view and assign a Cardholder's primary and secondary KONE home floors. This tile can only be added to a Cardholder Viewer. There is no other way to view and manage home floors in Command Centre, so ensure you configure the tile for the required Viewers.

Procedure

To configure a Kone Elevator Home Floors tile in Gallagher Command Centre Client, perform the following procedure:

Step	Action	Description
1	**Select the Cardholder Viewer**	From the **Viewers** tab, click the required **Cardholder Viewer** button on the Command Centre toolbar. The Cardholder Viewer opens.
2	**Click Viewer Configuration**	Click the **Viewer Configuration** button on the Command Centre toolbar. The Configuration Viewer displays with the Configuration Navigation Panel down the left-hand side, and the Configuration Panel on the right.
3	**Add the tile**	Double-click on **Kone Elevator Home Floors** in the 'Tile Toolbox'. The Kone Elevator Home Floors Tile appears on the Configuration Panel section of the screen in preview mode.
4	**Click to Configure**	Click on the **Click to configure** button on the Kone Elevator Home Floors tile you have added. The Kone Elevator Home Floors Configuration pop-up displays. 
5	**Title**	Enter an appropriate **Title** for this Tile.
6	**Show Tile Header**	Uncheck the **Show Tile Header** checkbox if you want the tile header to be removed in operational mode. **Note:** While this maximises the available screen real estate, be aware that Tile maximise/minimise can then only be achieved using hot keys Ctrl+M.
7	**Click Close**	Click the **Close** button. The preview mode of the Kone Elevator Home Floors Tile now displays the title given.
8	**Click Save**	Click **Save** to save the Cardholder Viewer changes.

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6.7 Configuring the minimum card number length registry value

About this section

Notes:

- This section is only applicable in Command Centre versions *earlier* than 9.40 MR3 and 9.50 MR2. For these Command Centre versions and *later* releases, instead configure the "Media ID Length" against each Card Type added to the Kone Service item. Refer to section 5.1 *"Configuring the Kone Service item"*.
- This section is only applicable to assigned cards whose 'Format' is set to 'Card Number' in Command Centre.

If you are on earlier Command Centre versions and have Card Types with a format of 'Card Number', Gallagher recommends you perform this procedure. This ensures a minimum byte length for all card numbers sent from Gallagher Command Centre to KONE Office Flow inside a media ID.

Minimum card number length DWORD

To set a minimum byte length on all card numbers sent from Command Centre to KONE Office Flow inside a media ID, enable the registry value as follows:

Step	Action
1	On the Command Centre server, press **Windows** (⊞) + **R**, type 'regedit', then press **Enter**. If a User Account Control window displays, click **Yes**.
2	Navigate to: • **64-bit system:** HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\GALLAGHER\Command Centre • **32-bit system:** HKEY_LOCAL_MACHINE\SOFTWARE\GALLAGHER\Command Centre
3	Right-click and select **New** > **DWORD**, and name it: *MinimumKone1000CardnumberLength*
4	Select **Decimal** as the 'Base'.

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5	In the **Value data** field, enter the minimum byte length that will be enforced on card numbers that are sent from Gallagher Command Centre to KONE Office Flow inside a media ID. You should check the minimum card length with your KONE representative. If the registry value is absent, 0, or 1, Command Centre will use the minimum number of bytes necessary to encode each card number in hexadecimal. For example, card numbers under 256 will be encoded into one byte between 00 and FF. If the registry value is greater than 1 and a card number's binary encoding requires fewer than that number of bytes, Command Centre will pad the card number with leading zeros until it fits the length required as per the registry value. For example, if the registry value is 2, card numbers under 256 will be encoded into two bytes between 0000 and 00FF. A card number will never be truncated. If a card number requires more bytes than the number in the registry value, the card number is sent as it already is.
6	Click **OK** to save the DWORD Value.

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6.8 Configuring optional registry values

Diagnostic logging DWORD

If you wish to save to disk diagnostic logging for the KONE Office Flow Integration, enable the registry value as follows:

Step	Action
1	On the Command Centre server, press **Windows** (⊞) + **R**, type 'regedit', then press **Enter**. If a User Account Control window displays, click **Yes**.
2	Navigate to: • **64-bit system:** HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\GALLAGHER\Command Centre • **32-bit system:** HKEY_LOCAL_MACHINE\SOFTWARE\GALLAGHER\Command Centre
3	Right-click and select **New** > **DWORD Value**, and name it: *EnableKoneAccess1000Logging*
4	Double-click the new DWORD and change the 'Value data' depending on your desired outcome: **Value** / **Result** 0 — No KoneAccess1000WebService or KoneAccess1000EventProcessor diagnostic logging. 1 — Only KoneAccess1000WebService diagnostic logging is enabled. This includes diagnostics about the service authentication and syncing. 2 — Only KoneAccess1000EventProcessor diagnostic logging is enabled. This includes diagnostics about access events. 3 — Both KoneAccess1000WebService and KoneAccess1000EventProcessor diagnostic logging enabled.
5	Click **OK** to save the DWORD Value.

Result

KONE Office Flow diagnostics are now included in the Command Centre log file, in the following folder:

`C:\ProgramData\Gallagher\Command Centre`

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File logging DWORD

If you wish to save to disk the information that is sent to KONE Office Flow for your own record (as JSON files), enable the registry value as follows:

Step	Action
1	On the Command Centre server, press **Windows** (⊞) + **R**, type 'regedit', then press **Enter**. If a User Account Control window displays, click **Yes**.
2	Navigate to: • **64-bit system:** HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\GALLAGHER\Command Centre • **32-bit system:** HKEY_LOCAL_MACHINE\SOFTWARE\GALLAGHER\Command Centre
3	Right-click and select **New** > **DWORD Value**, and name it: *KoneAccess1000FileLogging*
4	Double-click the new DWORD and change the 'Value data' to '1'.
5	Click **OK** to save the DWORD Value.

Result

Data synced to KONE Office Flow will now be recorded as JSON files in the following folder:

`C:\ProgramData\Gallagher\Command Centre\Kone Access 1000 Requests`

Each update made from Command Centre to KONE Office Flow is stored as a separate JSON file.

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Request timeout DWORD

If you wish to increase the sync timeout from the default of 300 seconds (5 minutes) so that the sync does not time out when syncing a large number of Cardholders, enable the registry value as follows:

Step	Action
1	On the Command Centre server, press **Windows** (⊞) + **R**, type 'regedit', then press **Enter**. If a User Account Control window displays, click **Yes**.
2	Navigate to: • **64-bit system:** HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\GALLAGHER\Command Centre • **32-bit system:** HKEY_LOCAL_MACHINE\SOFTWARE\GALLAGHER\Command Centre
3	Right-click and select **New** > **DWORD Value**, and name it: *KoneAccess1000RequestTimeout*
4	Double-click the new DWORD and change the 'Value data' to a sufficiently high number of seconds, e.g. '600' seconds. If this registry key is not configured, the default timeout is 300 seconds (5 minutes).
5	Click **OK** to save the DWORD Value.

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7 Using the KONE Office Flow Integration

In this section

Refer to the following procedures when using this feature:

7.1 Overriding the Kone Service item
7.2 Assigning KONE Home Floors to Cardholders

7.1 Overriding the Kone Service item

About overrides

Overriding the Kone Service item may be required when the Kone Service enters an error or alarm state.

Before you begin

Before you can override the Kone Service item, ensure you have configured the Kone Service item.

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Available overrides

The following overrides are available to select from the **Status and Overrides** tab of the Kone Service item in Gallagher Configuration Client.

Select 'Status and Overrides' tab > 'Override' drop-down list > 'Override Now' button.

Override	Description
Resync Cardholders	Triggers a full resynchronisation of all applicable Cardholders and Kone Elevator Access (Access Rights and Access Profiles) from Command Centre to KONE Office Flow.
Revalidate Server Certificate	Revalidates the KONE Office Flow certificate. This override should be used if: • the KONE Office Flow certificate has changed, • Command Centre has been upgraded, and/or • the following alarm is raised: "The server thumbprint of Kone Service [Kone Service name] does not match with that of the remote service".
Revalidate Client Certificate	Revalidates the Client Certificate issued by the KONE system for this integration. Command Centre automatically revalidates the client certificate before it expires. You will likely not need to perform this override manually. **Note:** This override only succeeds if the current client certificate is still valid. If the certificate has expired: 1. Send a request for an Activation Code for KONE Office Flow to KONE. Wait until you have the Activation Code. 2. On the Kone Service item's **Configuration** tab, click **Disconnect**. 3. Enter the new Activation Code and click **Connect**.

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7.2 Assigning KONE Home Floors to Cardholders

About Home Floors

You can assign one or more Home Floors to Cardholders in Gallagher Command Centre, so the Home Floor(s) are assigned to their person when they are synchronised to KONE Office Flow. If you remove a Home Floor from a Cardholder, that Home Floor will be removed from the person in KONE Office Flow. When a person in the KONE Office Flow system has a Home Floor, this is the floor they will be taken to after performing a quick badge at a terminal.

Before you begin

Before you can assign a Home Floor to a Cardholder, ensure you have configured the Kone Elevator Home Floors tile.

Procedure

To assign a KONE Home Floor to a Cardholder in Gallagher Command Centre Client, perform the following procedure:

Step	Action	Description
1	**Select Cardholder Viewer**	Click the **Cardholder Viewer** button on the Command Centre toolbar. The Cardholder Viewer opens.
2	**Select Cardholder**	Select one or more Cardholder records in the Navigation Panel.
3	**Select Primary Home Floor**	In the Kone Elevator Home Floors tile, next to the Kone Service item for which you are assigning a Home Floor, click the **Select a Home Floor** button in the 'Primary Home Floor' column. A browse tool displays. **Note:** All configured Kone Service items are listed as a row in the tile. Remember, a Kone Service item represents an instance of a KONE Office Flow system, so click the button for the KONE Office Flow system for which you are assigning the Home Floor.
4	**Select an Area**	Select an Area to be the primary Home Floor for the Cardholder. For each Kone Service row in the tile, you can only select an Area that is assigned to a Kone Elevator Access item that: • belongs to this Kone Service, • has 'Direct Call' enabled, and • is assigned to an Access Group of which the Cardholder is an active member. **Note:** If an Area you select as a Home Floor becomes invalid at a later date (e.g. it is removed from the Kone Service's Kone Elevator Access items), the Area will remain as the Home Floor but will display in red.
5	**Click OK**	Click **OK** to add the selected Primary Home Floor.

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6	**Select Secondary Home Floor**	If you wish to add a secondary Home Floor, repeat Steps 3-5, but click the **Secondary Home Floor** button. **Notes:** • Scroll the tile to the right if the 'Secondary Home Floor' button is hidden. • You cannot assign the Area you selected as the 'Primary Home Floor' also as the Secondary Home Floor.
7	**Repeat Steps**	Repeat Steps 3-6 for any other Kone Services for which you wish to assign Home Floors for this Cardholder.
8	**Click Save**	Click the **Save** button. The selected Home Floors are assigned to the Cardholder.

If an assigned Home Floor becomes invalid

If an Area becomes invalid as a Home Floor for a Cardholder after it has been assigned to the Cardholder, it remains assigned but displays in red text in the Kone Elevator Home Floors tile.

An Area may become an invalid Home Floor if the Area's Kone Elevator Access item:

- no longer exists or no longer belongs to the Kone Service,
- has the 'Direct Call' check box unchecked, or
- is removed from all Access Groups of which the Cardholder is an active member.

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8 Events

About events from KONE Office Flow

From Command Centre vEL9.10, certain events from KONE Office Flow are raised in Command Centre. KONE Office Flow events are only raised in Command Centre while the connection to KONE Office Flow is active. While disconnected (e.g. the Command Centre server restarts), missed events are not received. Once the connection is restored, missed events are still not raised, and new events are raised from then on.

Events

This feature introduces the following events, received from KONE Office Flow:

Event	**[Cardholder name] was granted access to Kone Area '[Kone Area name]' at a Kone Elevator Terminal.**
Explanation	A Cardholder was granted access by the KONE Office Flow system.
Event Group	Card Event
Event Type	Kone Elevator: Access Granted
Generated By	Command Centre

Event	**[Cardholder name] was denied access at a Kone Elevator Terminal.**
Explanation	A Cardholder was denied access by the KONE Office Flow system.
Event Group	Access Denied
Event Type	Kone Elevator: Access Denied
Generated By	Command Centre

Event	**[Cardholder name] was granted access without entry taken at a Kone Elevator Terminal.**
Explanation	A Cardholder was granted access by the KONE Office Flow system, but did not enter.
Event Group	Card Event
Event Type	Kone Elevator: Access Granted Not Taken
Generated By	Command Centre

Event	**Elevator Service for '[Kone Service name]' is online.**
Explanation	The Kone Service connected to the KONE Office Flow system.
Event Group	Unit Event
Event Type	Elevator Service Online
Generated By	Command Centre

Event	**Elevator Service for '[Kone Service name]' is offline.**
Explanation	The Kone Service lost connection to the KONE Office Flow system. The KONE Office Flow Integration is not actively running.
Event Group	Unit Stopped Responding
Event Type	Elevator Service Offline
Generated By	Command Centre

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Event	**Kone Client Certificate for Kone Service "[Kone Service name]" has been revalidated**
Explanation	The Kone Service client certificate was revalidated, either after Command Centre automatically revalidated it or an operator performed a Revalidate Client Certificate override.
Event Group	Operator Event
Event Type	Kone Client Certificate Revalidated
Generated By	Command Centre

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9 Considerations

Kone Service '*x* changes left to sync'	The Kone Service item can display a status of '*x* changes left to sync. Sync may pause at times - no action is needed' (where *x* is a number). This means the Kone Service is attempting to sync changes to KONE Office Flow. KONE Office Flow restricts (throttles) incoming messages, so you may see some periods where syncing pauses. You do not need to do anything.
Kone Service item changes trigger a full resync	Any time changes are made to the Kone Service item in Gallagher Configuration Client, this triggers a full resynchronisation of all applicable Cardholders and Kone Elevator Access (Access Rights and Access Profiles) from Command Centre to KONE Office Flow.

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10 Troubleshooting

Kone Service item 'A Kone Service request failed to send'

If the Kone Service item displays a status of 'A Kone Service request failed to send', check for an error code in the 'Command_centre.log' file located in the following folder on the Command Centre server:

`C:\ProgramData\Gallagher\Command Centre`

The KONE AK-API Specification document contains a list of error codes and their meanings.

If you see this status after upgrading Command Centre, see *"Kone Service item in an error state after Command Centre upgrade"* below.

Kone Service item in an error state after Command Centre upgrade

The Kone Service item was syncing when Command Centre was upgraded (it had any status other than 'Sync up to date'). After the upgrade, it cannot request the KONE Office Flow server certificates because the last request is stuck unable to send without the certificates. The Kone Service item displays a status of 'A Kone Service request failed to send'. To prevent this, ensure that the Kone Service item has a status of 'Sync up to date' before you upgrade Command Centre.

If your Kone Service item is in this state after upgrading, do the following:

1. Send a request for an Activation Code for KONE Office Flow to KONE.

   Wait until you have the Activation Code.
2. On the Kone Service item's Configuration tab, click Disconnect.
3. Enter the new Activation Code and click Connect.

Collecting logs for troubleshooting

- **Command Centre log file:** The file **Command_centre.log** records Kone Service errors, including error codes returned by KONE Office Flow. It's located in: `C:\ProgramData\Gallagher\Command Centre`
- **Logging level:** By default, the Command Centre log file contains limited KONE Office Flow detail. Before you reproduce an issue, set the 'EnableKoneAccess1000Logging' registry value to 3 to include diagnostics about authentication, syncing, and access events. This change takes effect immediately. Refer to 'Diagnostic logging DWORD' in section 6.8 *"Configuring optional registry values"*.
- **Data sent to KONE Office Flow (optional):** You can also set the 'KoneAccess1000FileLogging' registry value to '1' to record each update sent to KONE Office Flow as a JSON file in `C:\ProgramData\Gallagher\Command Centre\Kone Access 1000 Requests`. This change takes effect immediately. Refer to 'File logging DWORD' in section 6.8 *"Configuring optional registry values"*.

If you need help from the Gallagher Support Team with the KONE Office Flow Integration, collect the above log file from the Command Centre server and include it with your support request. Also provide the KONE group controller version, and the date and time the issue occurred.

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