

TOSHIBA

SERVICE MANUAL

e-BRIDGE ID Gate

KP-2004



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GENERAL PRECAUTIONS REGARDING THE INSTALLATION, SERVICE AND MAINTENANCE FOR e-BRIDGE ID GATE (KP-2004)

The maintenance should be done by a qualified service technician.

- 1) When installing the e-BRIDGE ID Gate, follow the procedure described in the co-packed Unpacking Instructions.
- 2) No person other than specialized service technicians can unpack or install the e-BRIDGE ID Gate.
- 3) Be sure to unplug the power cable of the equipment before starting the installation, service or maintenance.
- 4) Be sure to unplug the power cable of the equipment before disconnecting the ground wire, and be sure to connect the ground wire securely before plugging the power cable.
- 5) Unplug the power cable of the equipment and clean the area around the prongs of the plug and the area around the outlet once a year or more. Accumulated dust could cause a fire.
- 6) Arrange the power cable of the equipment or other wires properly after the installation so that no one trips over them.
- 7) Basically the equipment should not be operated when it is disassembled or any part is removed.
- 8) Be sure not to touch the live or drive sections of the equipment when its power is ON.
- 9) Tools
 - Use the designated jigs or tools if any.
 - Use the recommended measuring instruments or equivalent if any.
- 10) Check the rating plate of the equipment or other cautionary labels at the service or maintenance. Clean or reattach them if they are stained or falling off.
- 11) Store the PC boards in antistatic envelopes and handle them wearing a wristband because IC devices on them can easily be ruined by static electricity. Before wearing a wristband, unplug the power cable of the equipment and make sure that no charged objects insulated such as plug outlets are in the vicinity.
- 12) When collecting and disposing of the used equipment, supplies or packing material, follow the relevant local regulations or rules.
- 13) Return the equipment to the normal status and check if it operates normally after the installation, service or maintenance.

Warning:

Confidential information in this manual shall be handled with extra care. Wrongful handling of such information may be punished under law.

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1. GENERAL DESCRIPTION

e-BRIDGE ID Gate (KP-2004) is a card reader which enables user authentication on a iCLASS-compliant noncontact card.

* iCLASS is a noncontact IC card technology developed by HID Corporation.

2. INSTALLATION AND SETTINGS OF e-BRIDGE ID GATE

Follow the procedure below to set up the e-BRIDGE ID Gate.

Its settings require users to enter their confidential information. Service technicians in the field can only display the entry screen and must have the users enter their confidential information.

The table below shows the persons related to the settings and what they do for the settings.

User	Equipment manager	Entry of card information required for user authentication
	Network administrator	Confirmation of the LDAP server settings required for user authentication
Service technician		<ul style="list-style-type: none">• Hardware installation• System settings• Helping users enter the card information

Note:

Each procedure shown in this chapter has an instruction to turn the power of the equipment ON and to shut it down. If each setting is performed consecutively, turning the power ON or shutting it down is not necessary.

Setup Flow

The setup flow is shown below. For the details of each procedure, refer to the page shown.

[A] LDAP server confirmation		📖 P. 2-3 "[A] LDAP server confirmation"
Worker	Service technician	
Operation	Confirms the user if the attribute name used for card authentication (authentication ID) on the LDAP server is correct. The confirmed attribute name should be set on this equipment in procedure [K].	



[B] Authentication method confirmation		📖 P. 2-3 "[B] Authentication method confirmation"
Worker	User	
Operation	Confirms if "Enable" of "Department Code" and "User Authentication" is selected. The user also confirms if either of "Windows Domain Authentication" or "LDAP Authentication" of "Method" is selected.	



[C] Hardware installation		📖 P. 2-3 "[C] Hardware installation"
Worker	Service technician	
Operation	Installs the e-BRIDGE ID Gate to the equipment.	



[D] System setting (08-1772)		📖 P. 2-3 "[D] System setting (08-1772)"
Worker	Service technician	
Operation	Performs system settings to make the e-BRIDGE ID Gate features usable on the equipment.	



[E] LDAP server setting (08-1927)		📖 P. 2-4 "[E] LDAP server setting (08-1927)"
Worker	Service technician	
Operation	Sets the attribute name of the LDAP server authentication ID which has been confirmed in procedure [A] on the equipment.	



[F] Card authentication setting		📖 P. 2-4 "[F] Card authentication setting"
Worker	User	
Operation	Selects "Enable" of "Card Authentication".	



Start operation		
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2.1 Setup Procedure

[A] LDAP server confirmation

The service technician confirms a user if the attribute name used for card authentication (authentication ID) on LDAP server is correct. The confirmed attribute name should be set on this equipment in procedure [K].

Attribute Name	Contents

[B] Authentication method confirmation

The user accesses TopAccess and confirms if "Enable" of "Department Code" and "User Authentication" is selected. The user also confirms if either of "Windows Domain Authentication" or "LDAP Authentication" of "Authentication" is selected.

Note that the card authentication is disabled if "Local Authentication" of "Authentication" is selected.

Reference: Confirmation procedure in TopAccess followed by users
(For the detailed procedure, refer to the **TopAccess Guide**.)

- 1) Access the equipment with the e-BRIDGE ID Gate installed from the web browser.
- 2) Click the User Management tab and the Authentication menu.
- 3) Enter the administrator password and click "Login".
- 4) Confirm if "Enable" of "Department Code" in "Department Setting" is selected.
- 5) Confirm if "Enable" of "User Authentication" in "User Management Setting" is selected.
- 6) Confirm if either of "Windows Domain Authentication" or "LDAP Authentication" of "Method" in "User Management Setting" is selected.
- 7) Log out of TopAccess.

[C] Hardware installation

The service technician installs the e-BRIDGE ID Gate following the co-packed **Unpacking Instruction**.

[D] System setting (08-1772)

The service technician sets the codes shown below to enable the e-BRIDGE ID Gate features.

08-1772	Uses Card ID as an authentication ID.	
	Setting code (8 digits)	00040002

For the details of the setting codes, refer to the e-BRIDGE ID Gate setting code list.

 P. 3-1 "3. e-BRIDGE ID GATE SETTING CODE LIST"

<Procedure>

- 1) Turn the power of the equipment ON while pressing the digital keys [0] and [8] simultaneously.
- 2) Key in "1772", and then press the [START] button.
- 3) Key in the setting code, and then press the [ENTER] button on the touch panel.
- 4) Shut down the equipment.

[E] LDAP server setting (08-1927)

The service technician sets the attribute name of the LDAP server authentication ID which has been confirmed in procedure [A] on the equipment. Check the attribute name confirmed in procedure [A].

08-1927	Sets the attribute name of authentication ID on the LDAP server. <Default: eBMUserCard>
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<Procedure>

- 1) Turn the power of the equipment ON while pressing the digital keys [0] and [8] simultaneously.
- 2) Key in "1927", and then press the [START] button.
- 3) Enter the attribute name confirmed in procedure [A] using the buttons on the touch panel.
"eBMUserCard" is set by default.
- 4) Confirm if the entered content is correct, and then press the [ENTER] button on the touch panel.
- 5) Shut down the equipment.

[F] Card authentication setting

The user accesses TopAccess to enable the card authentication.

Reference: Setting procedure in TopAccess followed by the user (To enable the card authentication, refer to the co-packed <i>Operator's Manual</i> . For the detailed procedure in TopAccess, refer to the <i>TopAccess Guide</i> .)
<ol style="list-style-type: none">1) Access the equipment with the e-BRIDGE ID Gate installed from the web browser.2) Click the User Management tab and the Authentication menu.3) Enter the administrator password and click "Login".4) Select "Enable" of "Card Authentication" in "User Management Setting".5) Log out of TopAccess.

3. e-BRIDGE ID GATE SETTING CODE LIST

Code	Items/Contents
08-1772	<p>Card reading device setting <Acceptable value: 8 digits></p> <p>To enable the e-BRIDGE ID Gate, a card reading device should be set in the order of "ABYYZZZZ". (Enter the corresponding values to "A", "B", "YY" and "ZZZZ".)</p> <ul style="list-style-type: none"> • AB:Special setting • A: Debugging NIC <ul style="list-style-type: none"> 0: Not used 1: Used • B: Interface <ul style="list-style-type: none"> 0: USB connection 1: N/A • YY:Authentication <ul style="list-style-type: none"> 00: No authentication using a noncontact IC card 02: Authentication using a noncontact IC card (KP-2003) 03: Authentication using a noncontact IC card (KP-2005) 04: Authentication using a noncontact IC card (KP-2004) • ZZZZ: Sub-code <ul style="list-style-type: none"> 0000: No authentication using a noncontact IC card 0002: Use Card ID of a noncontact IC card <p>Example: When using the e-BRIDGE ID Gate (KP-2004): 00040002 When canceling card authentication with the e-BRIDGE ID Gate: 00000000</p>
08-1927	<p>LDAP server attribute name setting for card authentication (authentication ID) <Default: eBMUserCard></p> <p>LDAP server attribute name for the authentication ID should be set.</p>



4. TROUBLESHOOTING

- 1) The e-BRIDGE ID Gate does not beep when an IC card is brought close to it, or the screen of the equipment is not switched.
The equipment does not recover from the energy save mode even if an IC card is brought close to the e-BRIDGE ID Gate.

Check the following:

- Is the IC card close enough to the e-BRIDGE ID Gate?
If the IC card and the e-BRIDGE ID Gate are separated 3 cm or more, the e-BRIDGE ID Gate may not detect the IC card.
- Is the period the IC card is brought close to it long enough?
- Are the equipment and the e-BRIDGE ID Gate connected correctly?
- Is the cable of the e-BRIDGE ID Gate disconnected from the equipment?
If so, shut down the equipment, connect it with the cable and then turn the power ON.
- Is the e-BRIDGE ID Gate set enabled on the equipment?
Check if the setting is correct on the code 08-1772.
- Is the attribute name of the authentication ID for the LDAP server set on the equipment?
Ask the user the attribute name of the authentication ID for the LDAP server, and then check if this attribute name corresponds with the one set on the code 08-1927.
- Is the card format of the IC card set on the equipment correctly?
Have the user re-enter the correct card format.
- Is the card authentication setting enabled?
Ask the user about it, and check it from TopAccess.
- Is the IC card authentication server is the LDAP server?
Ask the user about it, and check it from TopAccess.
- Is the IC card a usable one?
Check with another IC card.
- Is the owner of the IC card registered on the LDAP server as a user?

If all of the above have been checked but the problem is still not solved, replace the e-BRIDGE ID Gate.

- 2) The e-BRIDGE ID Gate beeps three times consecutively (one short beep and immediately a set of short and long beeps) and a message "Failed Authentication" appears on the equipment's touch panel.

Check the following:

- Is the LAN cable connected correctly?
Check the LAN cable connection.

- 3) The e-BRIDGE ID Gate beeps three times consecutively (one short beep, a short period and then a set of short and long beeps) and a message "Failed Authentication" appears on the equipment's touch panel.

Check the following:

- Is the IC card authentication server is the LDAP server?
Ask the user if he or she is registered on the LDAP server to use this IC card.

- 4) Even if the e-BRIDGE ID Gate beeps three times (one short beep, a short period and then a set of short and long beeps), the screen of the equipment is not switched.

- Is the LDAP server setting correct?
Ask the user about it, and check the LDAP server settings.

5. CANCELING e-BRIDGE ID GATE CARD AUTHENTICATION

Canceling the card authentication with the e-BRIDGE ID Gate
Perform the following setting:

Key in "00000000" on the code 08-1772.

08-1772	When canceling the card authentication with the e-BRIDGE ID Gate
	Setting code (8 digits): 00000000

For the procedure, refer to "[D] System setting (08-1772)".

 P. 2-3 "[D] System setting (08-1772)"

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