Intelligent Building Solutions
sales@i-b-s.com.au
www.i-b-s.com.au

IBS CLUB SOFTWARE GATEWAY

"monitor and control every aspect of your facility, onsite, online, all the time"

Contents

IBS Club Software Gateway 4
The Service: ClubSyncService 4
The Sync Process: How it works 4
The User Interface: ClubSyncConfig 4
Configuration: The Interface 5
Tab: General 5
Tab: Processing 5
Configuration controls: 6
Tab: Mail 6
Tab: Schedule 6
Tab: Admin 7
Tab: About 7
Tab: MBO 7
Tab: CNT360 8
Requirements 8
MBO to Access Control Data Link 9
Process: 9
MBO Interface Requirements 11
MBO details 11
Gateway configuration 11
Time zone: 11
Grace Period 11
Access Control System Operator (dependent on System installed) 11
Default Access User profile (dependent on the panel installed) 11
API Activation 12
Installation of the IBS Gateway configuration interface 14
IBS Gateway Installation 15
Installation Requirements 17
Concept4k 17
Integriti 17
Protégé 17
Paxton 17
IBS24 System Requirements 19
Club Details 19

IBS24 System requirements 19
Maintenance and Support 21
Photos 21
MBO Gateway License Fee 22

Intelligent Building Solutions
sales@i-b-s.com.au
www.i-b-s.com.au

IBS Club Software Gateway

Overview

The Gateway is a windows service middleware product which links to both the Club Software database and the Access Control database. Using the access to the two databases it keeps the Access Control database in sync with the Club Software database. It also monitors all accesses recorded in the Access Control System and updates the Club Software with details of these entries.

Through the use of separate modules for each interface the Gateway is able to connect link between various Club Software products and a number of Access Control Systems. Additional modules can be added at any time to accommodate new Club Software products or Access Control Systems.

The currently existing modules are:

Club Software: MindBodyOnline, iConnect360

Access Control: Paxton Net2, Inner Range Concept4k, Inner Range Integriti, Protégé GX.

The Service: ClubSyncService

The service runs continuously on a windows platform. It will start automatically when the operating system starts. All processing is logged to files which are kept for a configurable period (default 30 days). This provides ample information for tracking issues without clogging up the HDD. The Sync process and the Entry update process will occur on a periodic basis, configurable through the User Interface. Due to the internet interface required for access to some Club software databases and the amounts of data being transferred, it is recommended to use a time period for the Sync as long as practicable. The entry update process may occur more frequently as it involves significantly less data and processing.

The Sync Process: How it works

The Club Software database is considered the master database and the Access Control System syncs to it.

The Access Control System entry for each person is linked to the Club Software entry via the Identification number for the person used in the Club Software and the Card number of the RFID tag issued to this person. So when a new person is entered into the Club Software the ID number given to this person must match the internal card number from the RFID tag given to that person for entry. This is best dealt with by using a USB RFID reader connected to the device used for entry of the person's details.

The Sync process will match the database entries from the two databases using this unique identifier (using names as well is optional). If these two IDs are not identical the system will not be able to keep the two systems up-to-date.

Note: As numbers are treated as Text fields by many systems, a leading '0' on a number can cause confusion. It is best to remove any leading zeroes.

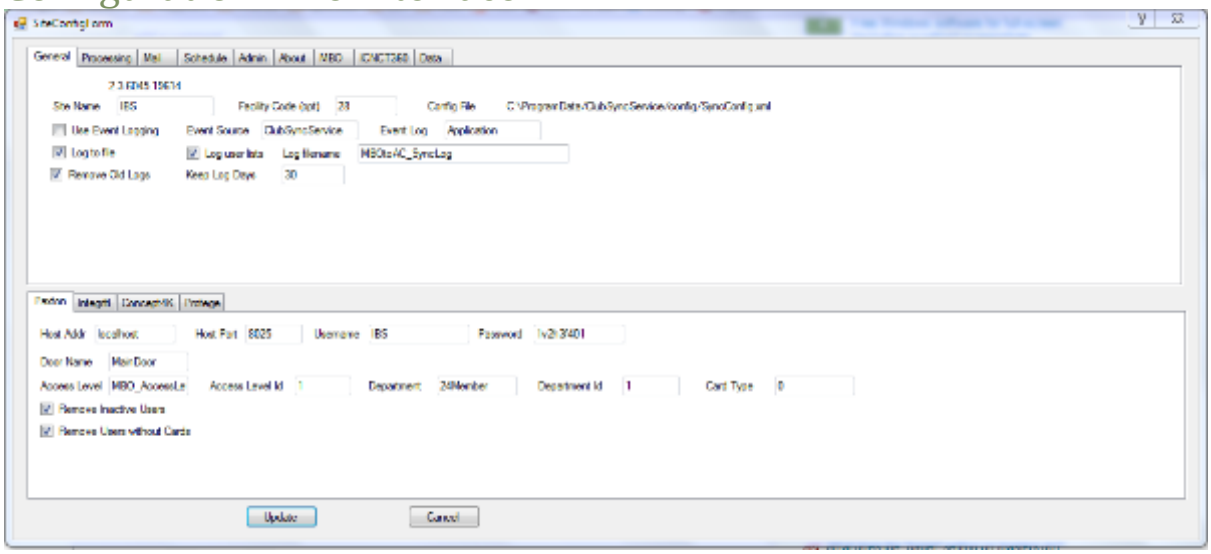
The User Interface: ClubSyncConfig

This application is designed to allow for easy interaction and configuration of the Sync process. It requires Administrator privileges to run allowing it to directly control the Service. All configuration details are contained in XML files in the Program Data directory (a hidden OS directory). The service

reads this data at start-up, meaning that for any changes to take affect the service must be restarted. It can be restarted directly from this interface.

The Config interface also allows for manual control of the Sync processing. The user may instigate a manual Sync.

Configuration: The Interface



The interface has two panels:

Top Panel: This panel is used to configure the processing of the Sync processes and the connection to the Club Software package. There is a tab for each type of Club Software. The user should complete the details for the respective Club Software being used.

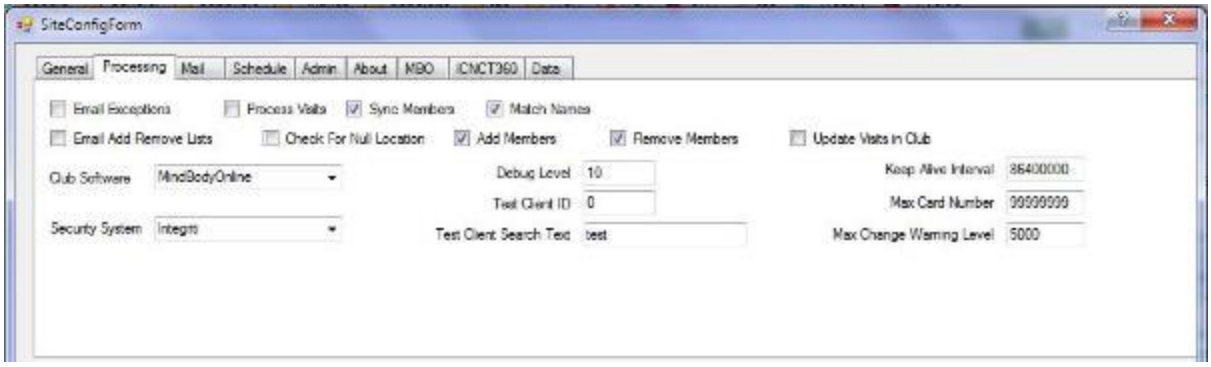
Lower Panel: This panel configures the Access Control Stem being used. There is a tab for each Access Control System module. The user need only complete the data required for their type of Access Control System.

Tab: General

Contains details for logging of processing and is configured during installation and then generally not altered. It controls what is logged and for how long these logs are kept.

Tab: Processing

Contains configuration of what is processed. It is generally configured during installation and used during the testing phase but is not recommended for use by inexperienced personnel. It is used also for fault diagnosis as it allows for the process to be run in simulation mode only.



Configuration controls:

Selection of the Club Software package and the Access Control System being used.

Switches to turn on and off Sync process and/or Access entry updates.

Max Card Number: Any card numbers read from the Club Software above this number will be ignored.

Max Change Warning: This is a testing tool for ensuring the entire databases are not removed through misconfiguration of data. It is best set to a reasonable level of the maximum number of changes expected during any cycle (200). If the process determines that more changes than this are to be added or removed it will not continue with the process.

This is used to ensure that the entire database is not removed should there be a problem with either the Access Control or Club databases.

Note: These configurations affect the live system so it should be used with caution.

Tab: Mail

Used for testing and support diagnosis only. Ignore

Tab: Schedule

This tab controls when and how often the processes occur. It should be setup carefully and is dependent on the amounts of data being processed, speed of internet and Club Software database locations.

Due to the remote location of Club Software databases, there can be time and date issues which may affect the sync process. This is especially important for removal of access. So this is configured per site and should not be changed without consultation.

The size of the database needs to be considered also along with the internet connection. Large databases and slow internet or intermittent internet can cause latency issues so it is best not to schedule processing when not required.

The Removal process is often set for once per day and not on weekends. In this manner any issues with inability for clients to access are minimized and limited to weekdays. Many installations choose to do removals only once per week to avoid these issues.

Tab: Admin

Manually controls and interacts with the Sync Service itself. The Service may stopped and restarted, usually following a configuration change. The processing or part processing, may also be run manually at any time.

Note: The updating of visits is for testing purposes only and should not be run as it may cause multiple entries to be registered against clients.

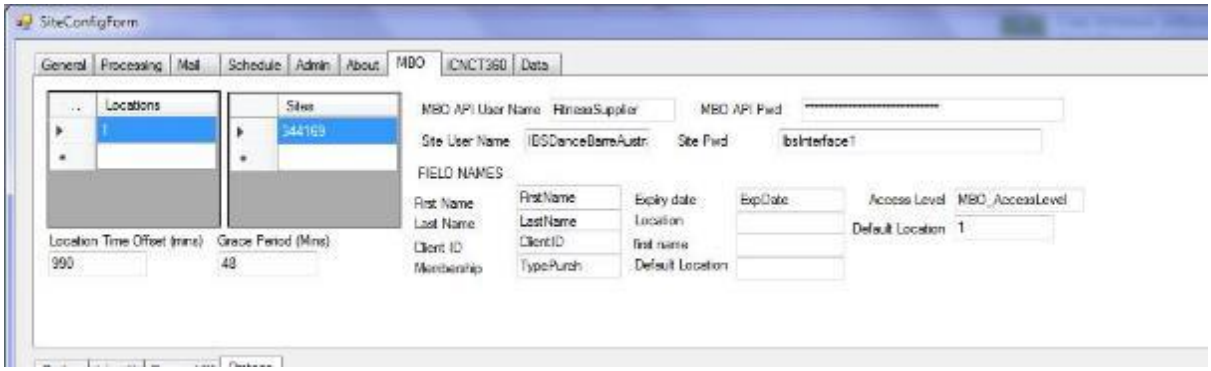
Note: The buttons will not override the Processing Tab configuration for adding and removing members. This allows for simulated processing to be run.

Tab: About

Not currently used.

Tab: MBO

Contains the MindBodyOnline interface configuration. The information on this tab is setup at the time of installation and should not be altered.



API interface: Username and Password. This allows the software to connect to the Clients Club Software database. The level of access to this database is controlled by the MBO username and password.

Sites: This is the MBO site code and identifies the Club Software database.

Location: Within a Club database there may be a number of sites. This field identifies which site is being controlled by this installation.

Location Offset: This is set to the number of minutes difference between USA – EDT time and the time at the location of the site (ie used by the System on which the service is running). This is required as MBO databases are all currently located on USA eastern sea board and use this time for processing.

Grace Period: Used to set the number of minutes following expiration of a Clients Membership before they are removed from access to the facility.

Field Names:

These fields are used for identifying fields internal to the MBO database and should not be altered.

Tab: CNT360

Contains the configuration for interfacing with the “iConnect360” Club Software package.

URL and Token: These are the authentication requirements for this process to access the iConnect360 Club database.

Username and Password: The level of access to the Club database is controlled via this username.

Organization Code: identifies the Club

Default Location: This all new Access Control en

Requirements

Windows PC platform: XP, 7, 8 ,10

Internet access

USB RFID card reader (mac or PC) for direct interface with Club Software

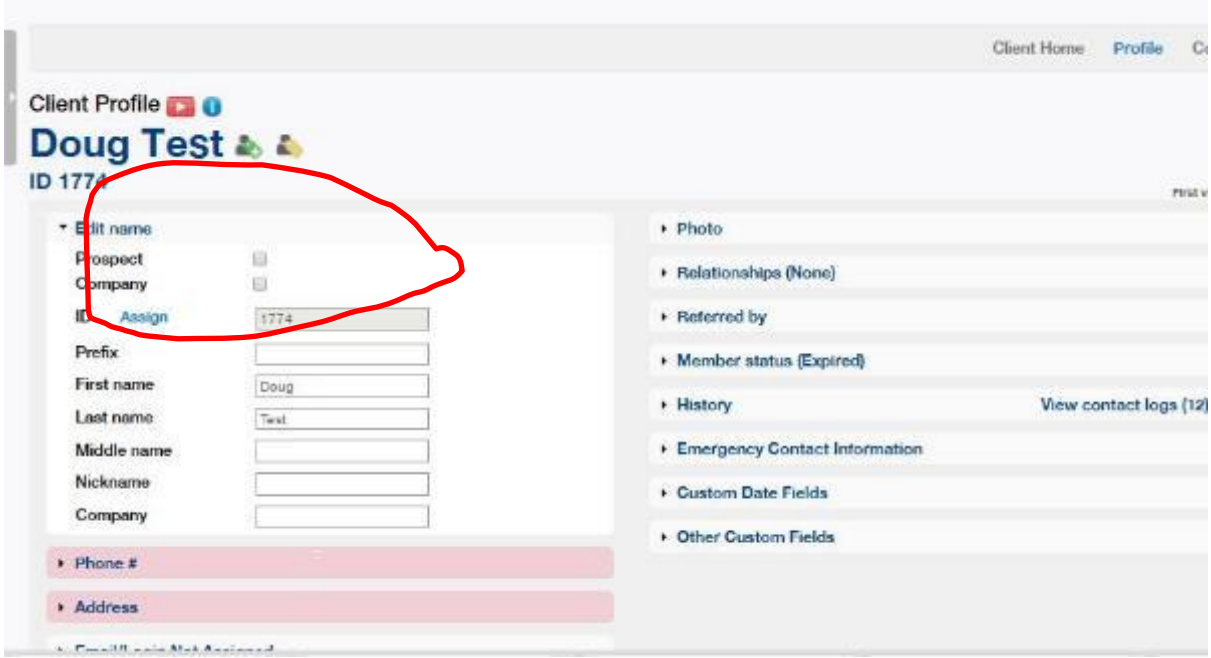
Intelligent Building Solutions
sales@i-b-s.com.au
www.i-b-s.com.au

MBO to Access Control Data Link

Process:

MBO uses text field as the ID for Members (RSSID).

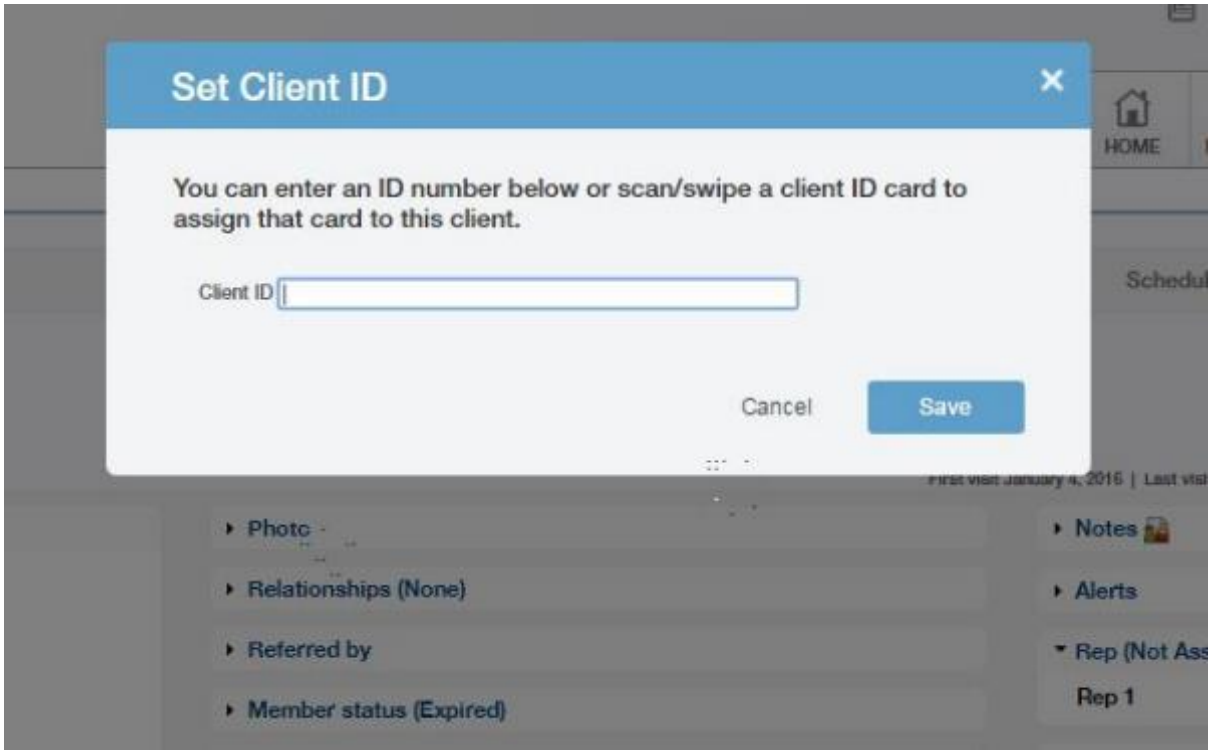
The IBS Gateway uses this field as the link between MBO and the Access Control System.



A USB keyboard wedge RFID reader on reception or where the wristbands are given out is used to scan in the RFID numbers directly from the RFID Wristband, Keytag or Card.

When user arrives to get wristband

- open their MBO profile
- Select the Assign ID button
- scan the RFID band on the reader
- MBO will insert the number read in, to the RSSID field for Client.



USB reader required - Keyboard wedge RFID Mifare or HID (as required) which returns same number as being read by the Door reader installed. For Inner Range Integriti, this is usually the raw card number of RFID band 5 digit code with no leading zeros (leading zeros can cause issues with text based fields). For Paxton systems this is a 10 digit number.

This is the process. IBS has found this to be the best and most robust solution as the RSSID (MBO ID field) is a primary key and will not allow duplicates.

Item	Image	Order Code	Description
1		101UM_USB, w26_prox_5digits	HID format proxy reader, USB interface, Plug and Play under Windows Operating System, 5 digits output of card number of Wiegand 26bit (Drop leading Zero). like a keyboard to input the 5 digits into a selected field on screen.

Intelligent Building Solutions
sales@i-b-s.com.au
www.i-b-s.com.au

MBO Interface Requirements

MBO details

This information is required for the Gateway connection to your database
Example:
Site name: Fitness Life
MBO Site Code: 43448

Gateway configuration

The IBS Gateway requires access to your MBO members database.
Create a new staff profile for IBS –
Staff Profile

First Name: IBS

Last Name: <Clubname> ie FitLife

Login Username: IBS<clubname> ie IBSFitLife

Login Password: IbsInterface1

IBS Staff profile in MBO

Time zone:

Which state is the Club operating in. This is used to sync your site with MBO database server Clock

Grace Period.

In order to avoid issues with clients who have expired memberships for short periods of time there is a programmable GRACE PERIOD. This is usually set to 48 hours. This means that the client can still gain access for 48 hours after their membership has expired.

Access Control System Operator (dependent on System installed)

The MBO Gateway requires access to the Access Control Panel installed. To enable this a specific MBO Gateway operator is configured within the Access Control Software. This will be setup by the person installing your Access Control Panel.

Paxton Example

Create Department (optional): Staff

Create User: IBS MBOSystem with Manager privileges

IBS

MBOSystem

(MBOSystem,IBS)

Default Access User profile (dependent on the panel installed)

User profile setup

Example (Paxton Panel)

Create Department 24Members

Create TimeZone 24MembersTZ

“monitor and control every aspect of your facility, onsite, online, all the time”

Create Access Control Level 24MembersAL – Select the time zone for this Access Control Level to 24MembersTZ

Optional

Create Timezone Under18TZ

Create Access Control Level Under18AL select timezone Under18TZ

API Activation

In order for the IBS – MBO Gateway to function it must have access to your MBO database in order to retrieve the Member IDs for each valid user and to update the visits for these members when they are scanned in through the Access Control System.

API – Application Programming Interface

This is an interface provided by MBO to allow developers to access the MBO database directly. As the owner of the site only you can allow access to the database. This is called API activation.

The Process

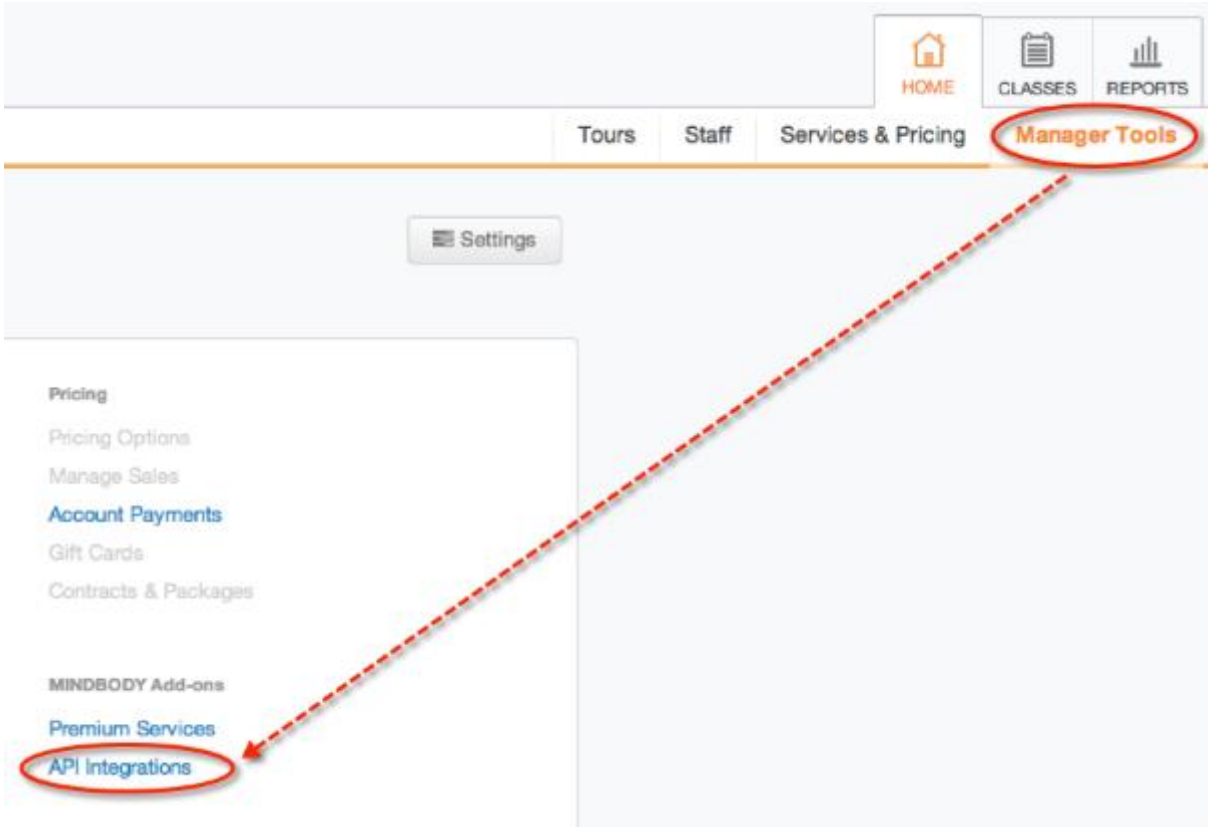
You must provide IBS with your MBO Site ID ie 143393

IBS will provide you with an ***Activate Code*** which is encrypted and unique to your site and the IBS Developers ID.

To allow the IBS software access to your database you must insert this Activation Code into your site.

Enter Activation Code into the API Credentials

- Login as Owner
- Managers Tools
- API Activation
- Activation Code



"monitor and control every aspect of your facility, onsite, online, all the time"

Installation of the IBS Gateway configuration interface

Once the Gateway has been installed an icon will appear on the desktop. The IBS icon is a shortcut to the configuration interface.

Desktop icon

On the desktop there appears an IBS logo app shortcut.

This app allows you to configure the IBS Gateway interface.

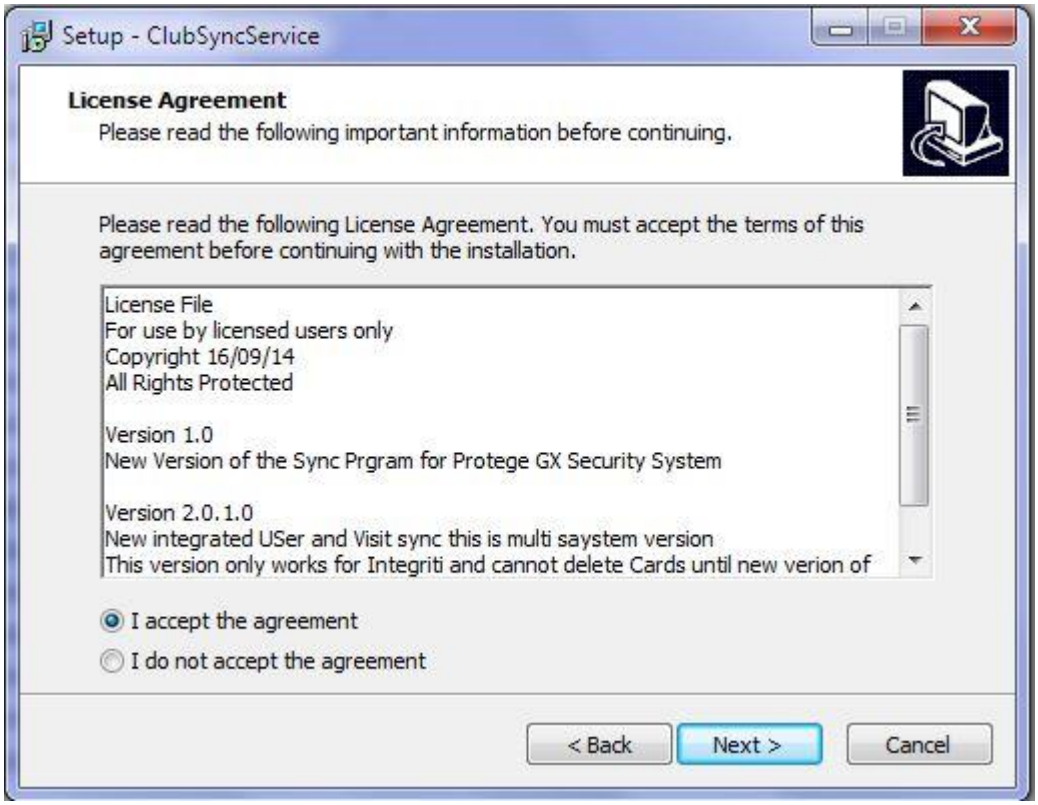
This app must run in Administrator mode so you must change the properties to configure it to “Run as Administrator”

Right click on icon and select **Properties -> Advanced**

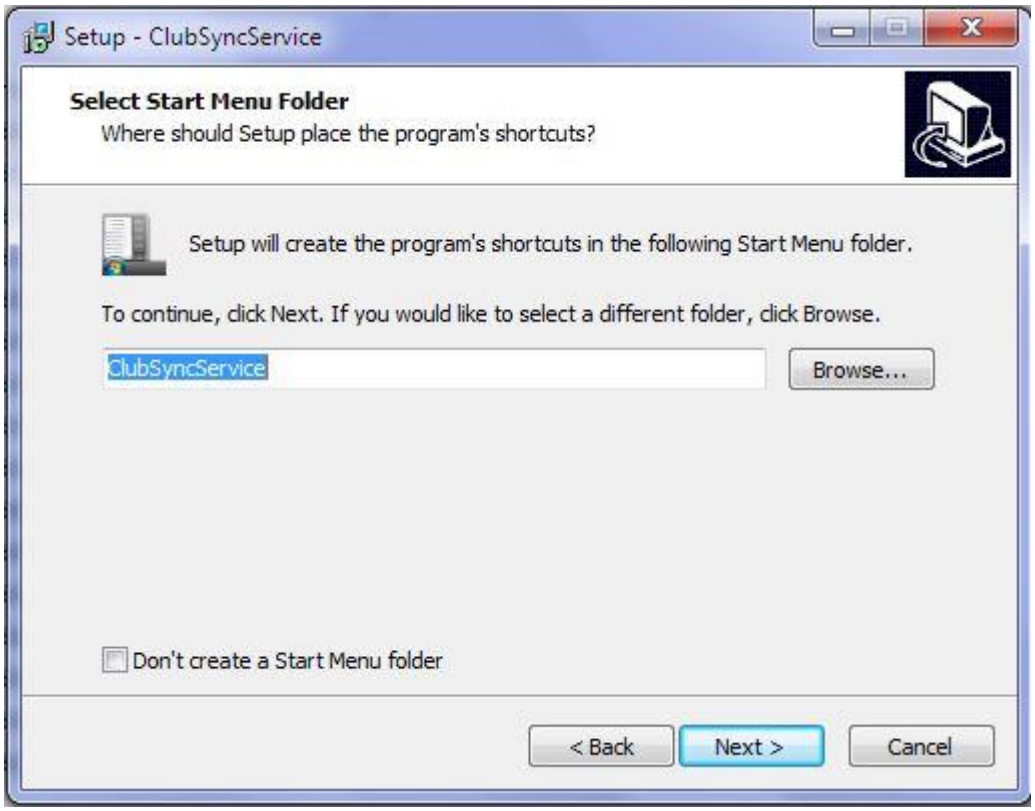
Intelligent Building Solutions
sales@i-b-s.com.au
www.i-b-s.com.au

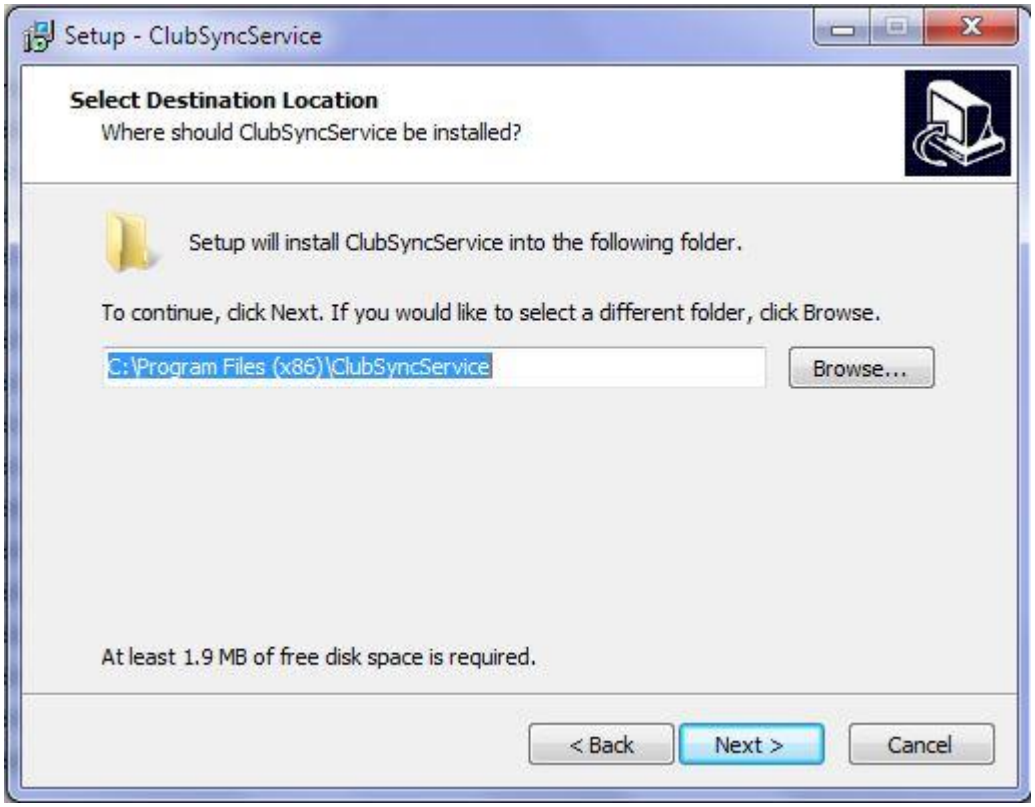
IBS Gateway Installation

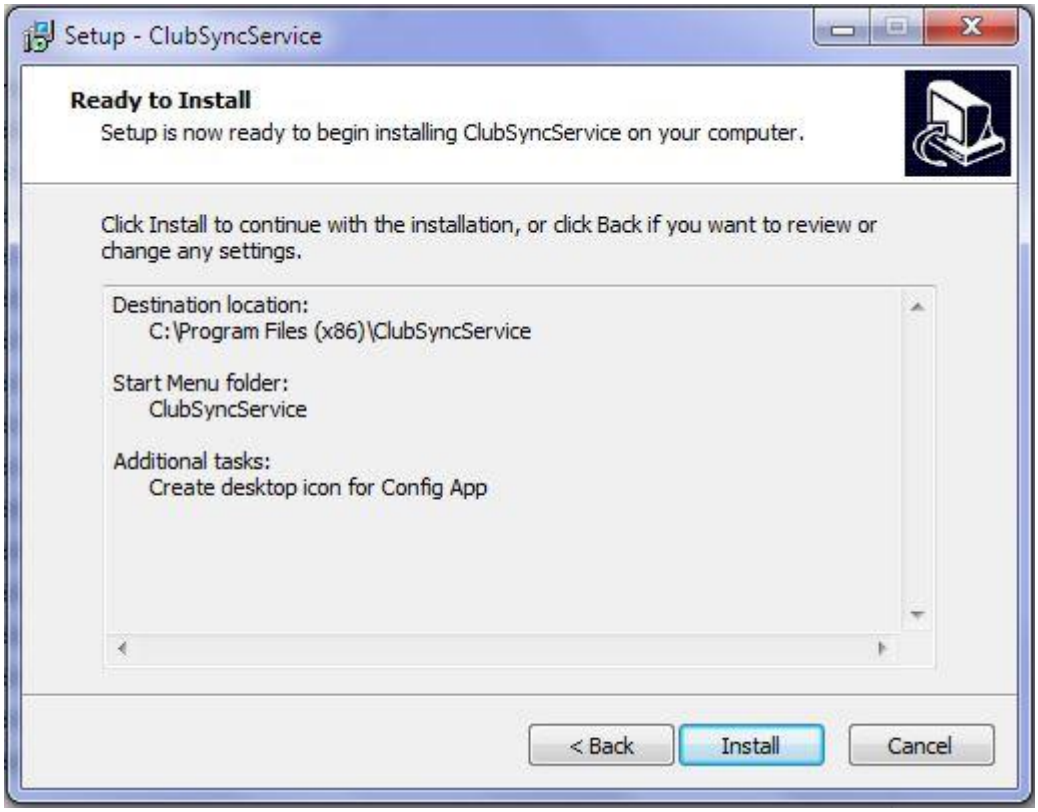
The IBS Gateway is installed via a standard windows self installation package.



“monitor and control every aspect of your facility, onsite, online, all the time”


Setup - ClubSyncService
Select Start Menu Folder
Where should Setup place the program's shortcuts?
Setup will create the program's shortcuts in the following Start Menu folder.
To continue, click Next. If you would like to select a different folder, click Browse.
ClubSyncService
Browse...
Don't create a Start Menu folder
< Back
Next >
Cancel


Setup - ClubSyncService
Select Destination Location
Where should ClubSyncService be installed?
Setup will install ClubSyncService into the following folder.
To continue, click Next. If you would like to select a different folder, click Browse.
C:\Program Files (x86)\ClubSyncService
Browse...
At least 1.9 MB of free disk space is required.
< Back
Next >
Cancel



Created

ProgramData/ClubsSyncSoftware /config

Contains configuration of middleware in XML format files

ProgramData/ClubsSyncSoftware /log

Contains logs of all processing done by Sync Process

Desktop Icon – ClubSyncConfig

Configuration Interface to allow modification and manipulation the Service.

Installation Requirements

Concept4k

Integriti

Protégé

Paxton

“monitor and control every aspect of your facility, onsite, online, all the time”

Intelligent Building Solutions
sales@i-b-s.com.au
www.i-b-s.com.au

IBS24 System Requirements

Club Details

Contact details:

Club Name_____
Address_____
Contact Name_____
Phone number_____
Email_____
Website _____

New build or retrofit existing facility: _____
Single site / Chain: _____
Number of members: _____
Size of facility (m^2) _____
Number of floors: _____
Internet Connection and type _____
List if facilities: (ie Group fitness, Pool, Gym, etc)
_____
_____
_____

Facility Layout: Please provide a layout plan of the facility and car parking areas.

Other

Please provide any other information relating to the facility you feel may be relevant to the 24 hour operation:
_____
_____
_____
_____
_____

IBS24 System requirements

Please indicate which of the following systems are required:

☐ Access Control System:

RFID tag access control to entrances.

Number of entrances or doors to be controlled with RFID: _____

☐ Reception reader required
☐ Reciprocal rights with other clubs required.

☐ Emergency Response system:

Automatic response to emergency buttons and/or pendants. This is safety requirement of most insurance companies.

Number of pendants required _____
Number of wall mounted emergency buttons:_____
Number of Emergency telephone stations:_____

☐ Alarm System:

Back to base alarm monitoring of locations within the facility like offices, stores emergency exits.
Note: not all 24 hour facilities require alarm systems.

Does the facility already have an alarm system in place? _____

“monitor and control every aspect of your facility, onsite, online, all the time”

If so, make and model of this system _____
Number of areas to be monitored: _____
Number of emergency doors to be monitored _____
☐ 24 hour area to be alarmed when not in use
Any additional protection required for reception area:
_____
_____

☐ Building Automation System:

Monitoring and Control of the facility services based on sensor inputs from around the facility. Ie lights turn on when valid card swiped. Please indicate which services should be controlled and/or monitored.

☐ Lights
Is dimming required _____
LED lighting required _____
Car Park lighting required? _____
☐ Music
Is volume control required (on-site, remote, automatic) _____
☐ Air Conditioning
Number of units to be controlled _____
☐ Power
Items which need to be shutdown when unstaffed
_____
_____
☐ Fans (push button timers for fans to ensure not left on)
Number of fans _____
☐ Warnings messages
required_____
☐ GUI interface required _____
Brief description of type of control that is required:
_____
_____
_____
_____

☐ Club Software integration

Automatic synchronization between access control system and your Club software database. Please provide the following details of the Club Software currently being used or proposed to be used by tis facility.
Software Company: _____
Contact name & number for the company: _____
Cloud based or On-site database _____

☐ Video Surveillance System

24 hour camera surveillance of the facility. This is a requirement for all 24 hour facilities.

☐ Inside facility
☐ Car Park
☐ 24/7 Monitoring by Security Alarm Company
☐ Remote Access required
Weeks of data to be kept (Standard is 2-3 weeks) _____

☐ Tailgate System

Specialist imaging system for detecting tailgating entries to the facility.

Maintenance and Support

Is regular maintenance schedule required _____

How often _____

Photos

Please provide the following general photos of your facility.

- CarPark
- Entrance
- Front of Building
- Reception
- Office and Stores
- Data communications Area routers, network hubs, PCs, racks, etc)
- Music system
- Change-rooms
- Main Areas
- Emergency Doors (
- Electrical Distribution panels
- Air-conditioning
- Fans
- Alarm System

Intelligent Building Solutions
sales@i-b-s.com.au
www.i-b-s.com.au

MBO Gateway License Fee

MindBodyOnline charges us a monthly fee for use of the API for access to you membership data. The IBS Gateway software is also under constant revision and updates are periodically released as they become available.

For these reasons a monthly licensing fee is charged to each client. This fee is collected automatically only a monthly basis through our Direct Debit service.

Please provide the following details

Account Name:
BSB:
Account Number:

The Fee is $30AUD per month to Intelligent Building Solutions.
The first debit will be taken shortly after the installation and continue on a monthly basis.
This fee is due for as long as your facility is using the IBS gateway.
This fee will be reviewed yearly and you will be advised three months in advance if there are any changes.

Please sign and return a copy of this document.

I, _____, agree to the terms of this agreement.

Date: _____

Signature: _____

Print Name: _____

Note:
IBS uses the debiting system from its sister company, Spa Clubs Fitness. As such all invoices and notifications of payments will bear this name. Both companies operate under the same ABN.