



OpenTech IoE: Internet of Everything

R17 Release Notes

January 28, 2020

EPIC ACS-3473 (DaVinci Lock)

DaVinci Lock System – Overview

OpenTech IoE Release 17 introduces a new Integration between the DaVinci Lock® System and INSOMNIAC CIA. This is the ninth Integration supported by the OpenTech IoE platform. Other Integrations currently available include: INSOMNIAC CIA (Access control); INSOMNIAC Smart Eye (Security monitoring); INSOMNIAC SmartDoor (Office analytics); INSOMNIAC SmartGate (Gate analytics); INSOMNIAC Individual Unit Alarms, HVAC; Call Center; and an Alexa skill.

The DaVinci Lock Integration will allow storage operators to automate tenant notifications during the rental and overlock process. The Integration with CIA will allow operators to enable text notifications of unlock codes to tenants when they enter the property after all delinquent fees have been paid, or after a new unit is rented. [For automatic text notification, the Property Management System must send the tenant's mobile phone number to the CIA system.](#)

The DaVinci Lock System enables properties to control vacant and delinquent units. DaVinci Locks give operators flexibility to use a limited number of locks to control their facility. This is not only a benefit for unattended facilities but can also increase the operational efficiencies for managers at traditional self-storage properties. The added features offered by the Integration will reduce customer frustration, extend operating hours and allow managers to concentrate on tasks that affect the bottom line.

Facilities that also utilize the INSOMNIAC Live! Call Center Integration with CIA can provide additional support to tenants. OpenTech's Storage Counselors can access unlock codes and assist customers that call in when needed. As operators continue to expand unattended and after-hours access, solutions that automate operational procedures and provide real-time customer support will play an increasingly critical role.

The OpenTech IoE platform is designed with an open API, or Application Programming Interface, that allows for Integration with systems and components from different suppliers so that self-storage operators can always choose the best solutions for their operations. This openness gives operators the confidence to implement CIA today knowing they will have the freedom to integrate third party locking devices in the future, if they so choose.

The DaVinci Lock Integration is available at no additional charge for OpenTech INSOMNIAC CIA customers. A one-time Setup, Training and Customization fee of \$29 per facility is required.

The DaVinci Lock portal (www.davincilock.com) is the system of record for the following:

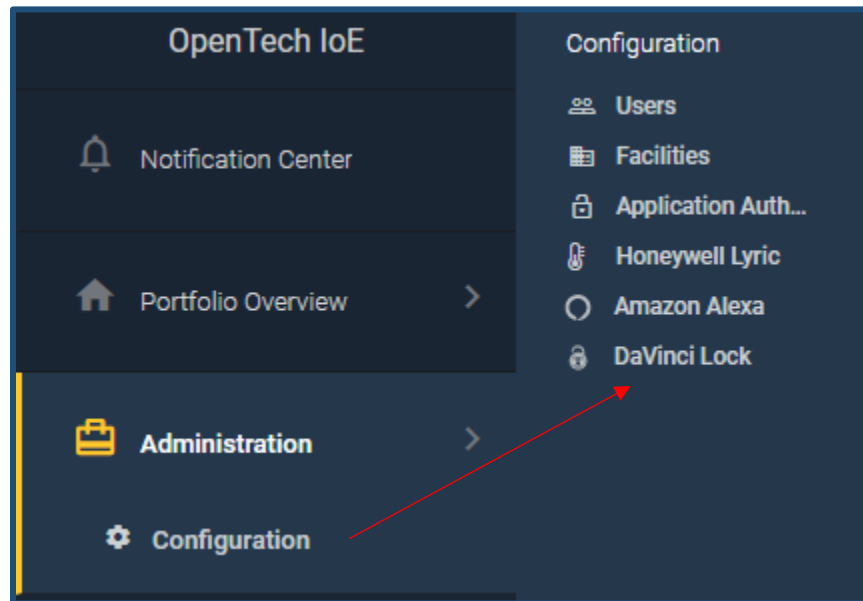
- Company:
 - One account is created per company in the DaVinci Lock portal.
 - DaVinci Lock company (maps to the OpenTech IoE Control Center company).
- Integrations:
 - A company can have multiple Integrations.
 - Each Integration will have its own 'API Key' and 'API Secret' that enables communication with DaVinci Lock and the OpenTech IoE Control Center.
 - An Integration can map to one or more facilities.
 - The Integration must be 'Enabled' for DaVinci Lock and the Control Center to communicate.
- DaVinci Lock Facility
 - Created in the DaVinci Lock portal; maps to the corresponding OpenTech facility.
 - DaVinci Facility ID is used by the OpenTech IoE Control Center to access facility information via the API.
 - Status (facility must be set to 'Included' vs. 'Excluded' for the DaVinci Lock API to communicate with the Control Center).
 - A facility can have DaVinci locks assigned with:
 - Unit Number
 - Lock Serial Number
 - Unlock Code
 - Status (Available [Default], Assigned to Overlock, Assigned to Vacant Unit, Lost, Returned to Dropbox, Tenant Using Lock, Damaged)
- Tenants
 - Map to a Company => Facility / Facilities => Unit(s).
 - Can be a new tenant entering a vacant unit or a delinquent tenant trying to access their unit.

DaVinci Lock – Pre-Requisites to Control Center Configuration

- Refer to the "Getting Started with the DaVinci Lock® System" guide.

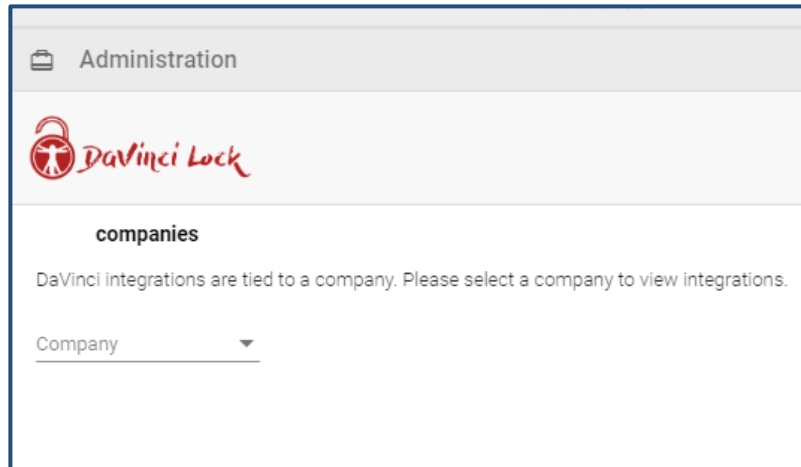
DaVinci Lock Option Added to Left Navigation Bar

- Selecting the DaVinci Lock option from the left navigation will launch a new screen to select the company the DaVinci Lock integration(s) will be linked to as well as the corresponding facility / facilities (Administration => Configuration).



Select Company

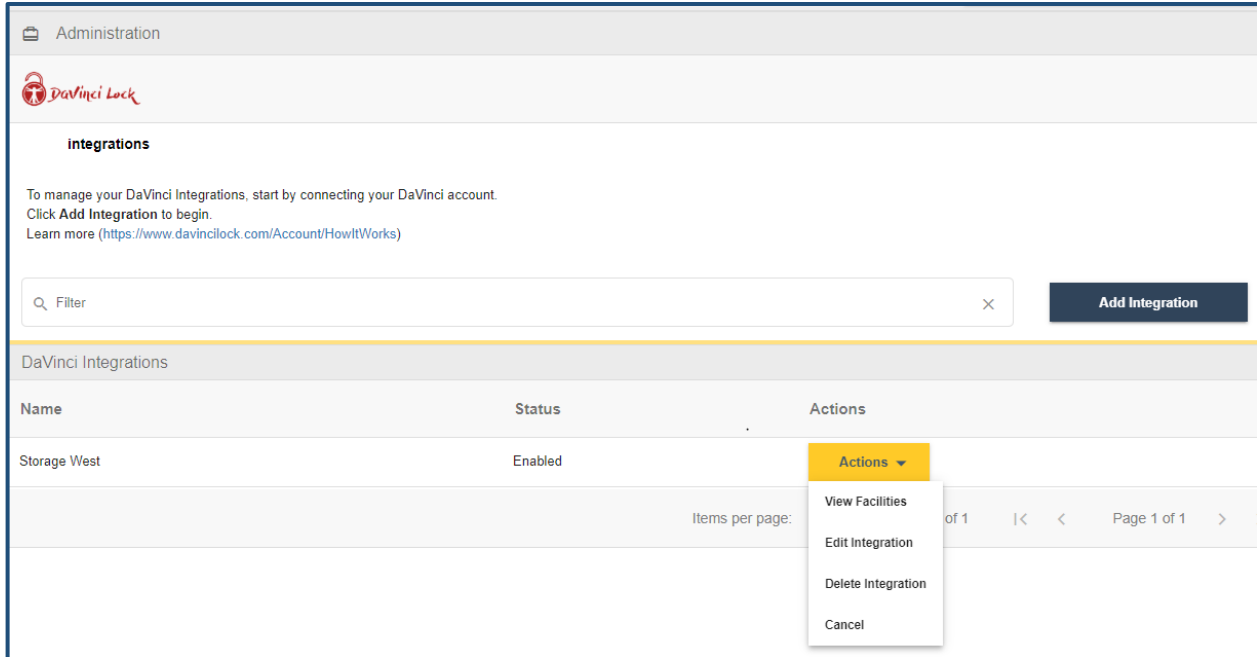
- Selecting the DaVinci Lock option from the left navigation will launch a new screen to select the company the DaVinci Lock integration(s) will be linked.
- Once a company is chosen, Admin user will be brought to the DaVinci Lock Integration List view.



DaVinci Lock Integration List View

- The DaVinci Lock Integrations List view includes the following fields:
 - *[Integration]* Name
 - *[Integration]* Status (Enabled or Disabled)
 - Actions (User Interface updated as part of R17)
- The DaVinci Lock Integration List view includes the following functionality:
 - Actions
 - View Facilities (linked to the DaVinci Lock integration)
 - Edit Integration
 - Delete Integration
 - Cancel
 - Add DaVinci Lock integration

➤ Select 'Edit Integration' from the Actions Drop Down List to see API Secret as it is intentionally not included in the DaVinci Lock Integration List view.



Administration

DaVinci Lock

integrations

To manage your DaVinci Integrations, start by connecting your DaVinci account.
Click **Add Integration** to begin.
Learn more (<https://www.davincilock.com/Account/HowItWorks>)

Q Filter X

Add Integration

DaVinci Integrations

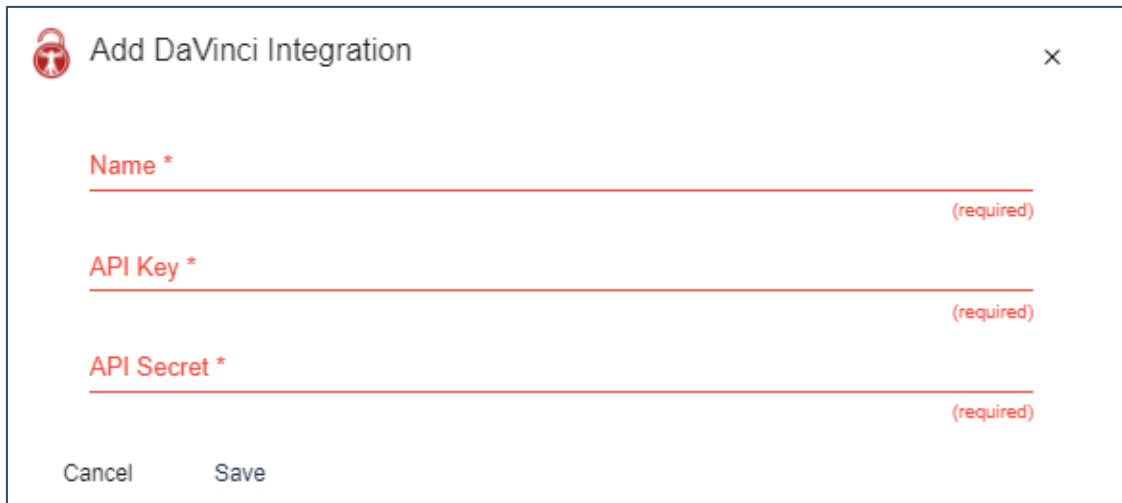
Name	Status	Actions
Storage West	Enabled	Actions ▾

Items per page: of 1 |< < Page 1 of 1 >

- View Facilities
- Edit Integration
- Delete Integration
- Cancel

Add DaVinci Lock Integration

- When creating a DaVinci Lock integration, the following is required to be input:
 - Name [of integration]
 - API Key - obtained from DaVinci Lock portal (www.DaVinciLock.com)
 - API Secret - obtained from DaVinci Lock portal (www.DaVinciLock.com)
- DaVinci Lock integration can be saved or Admin user can cancel out.



Add DaVinci Integration X

Name * (required)

API Key * (required)

API Secret * (required)

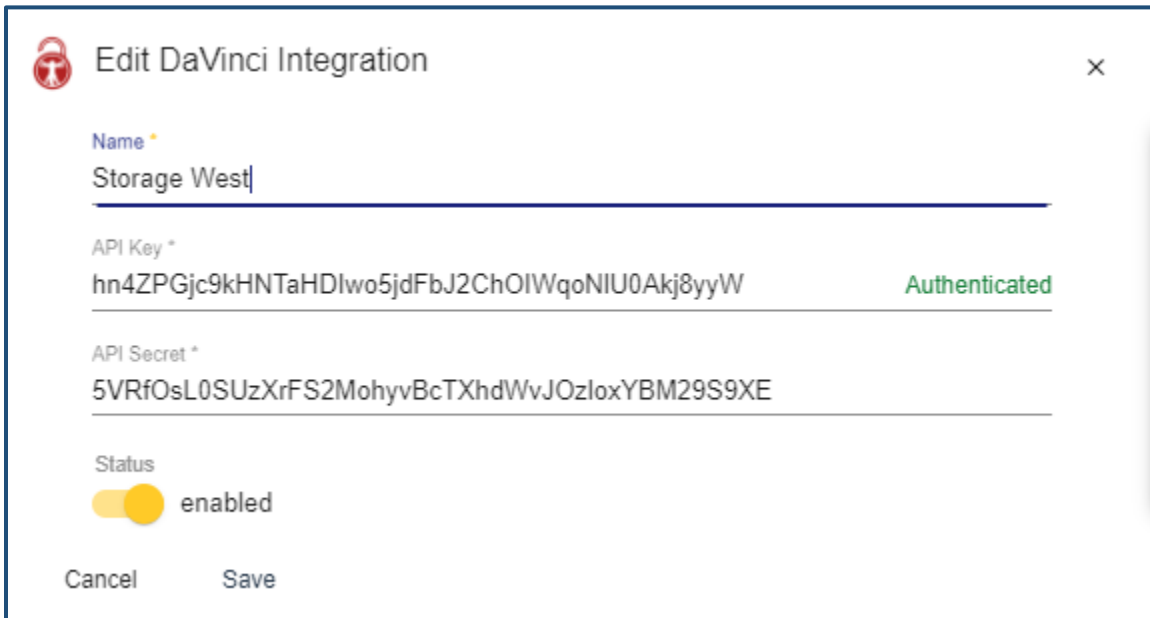
Cancel Save

Edit DaVinci Lock Integration

- The following required fields can be updated:
 - Name [of integration]
 - API Key - obtained from DaVinci Lock portal (www.DaVinciLock.com)
 - API Secret - obtained from DaVinci Lock portal (www.DaVinciLock.com)
- Updated integration can be saved or Admin user can cancel out.

If a DaVinci Lock integration was created when the Edit window is displayed, then API Key and API Secret credentials are systematically validated:

 - If API Key/API Secret are valid, then status of 'Authenticated' will be Green.
 - If API Key/API Secret are Invalid, then status of 'Not Authenticated' will be Red.
 - Both have to be valid for indicator to be Green else would show as Red.
- Status
 - Enabled – Indicates the DaVinci Lock integration is allowed
 - Disabled – Indicates the DaVinci Lock integration is deactivated
 - Status is being retrieved from DaVinci Lock:
 - The Control Center authenticates via the DaVinci Lock API using API Key/API Secret.
 - These credentials are used whenever a call is made to DaVinci Lock.
 - If a call to DaVinci Lock is attempted and it cannot complete due to an authentication failure, the state will systematically be confirmed as 'Not Authenticated'.



Edit DaVinci Integration [Close]

Name *
Storage West

API Key *
hn4ZPGjc9kHNTaHDIwo5jdFbJ2ChOIWqoNIU0Akj8yyW Authenticated

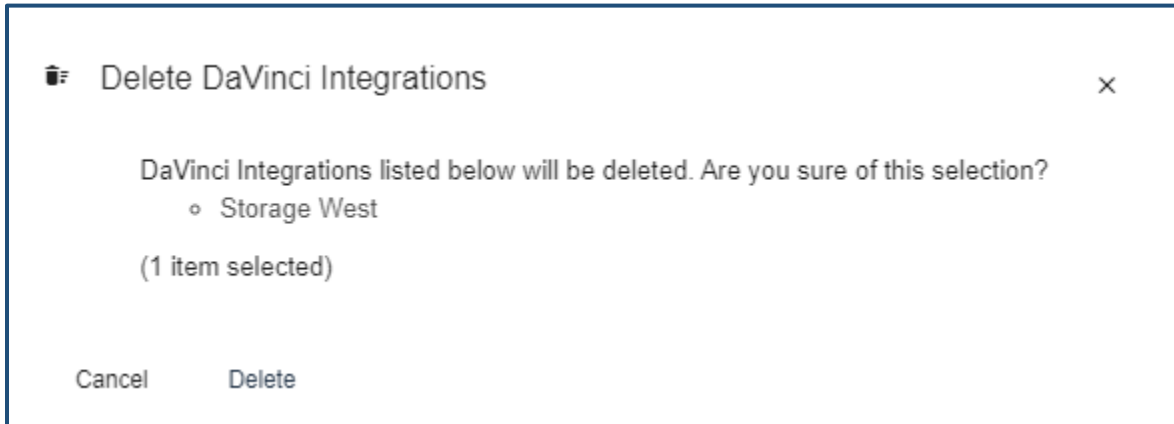
API Secret *
5VRfOsL0SUzXrFS2MohyvBcTXhdWvJOzloxYBM29S9XE

Status
☒ enabled

Cancel Save

Delete DaVinci Lock Integration

- Admin user can delete a DaVinci Lock integration for the selected company.
- If the Delete is executed, a warning message will display to caution the Admin user that removing will cause the DaVinci Lock integration to no longer function.

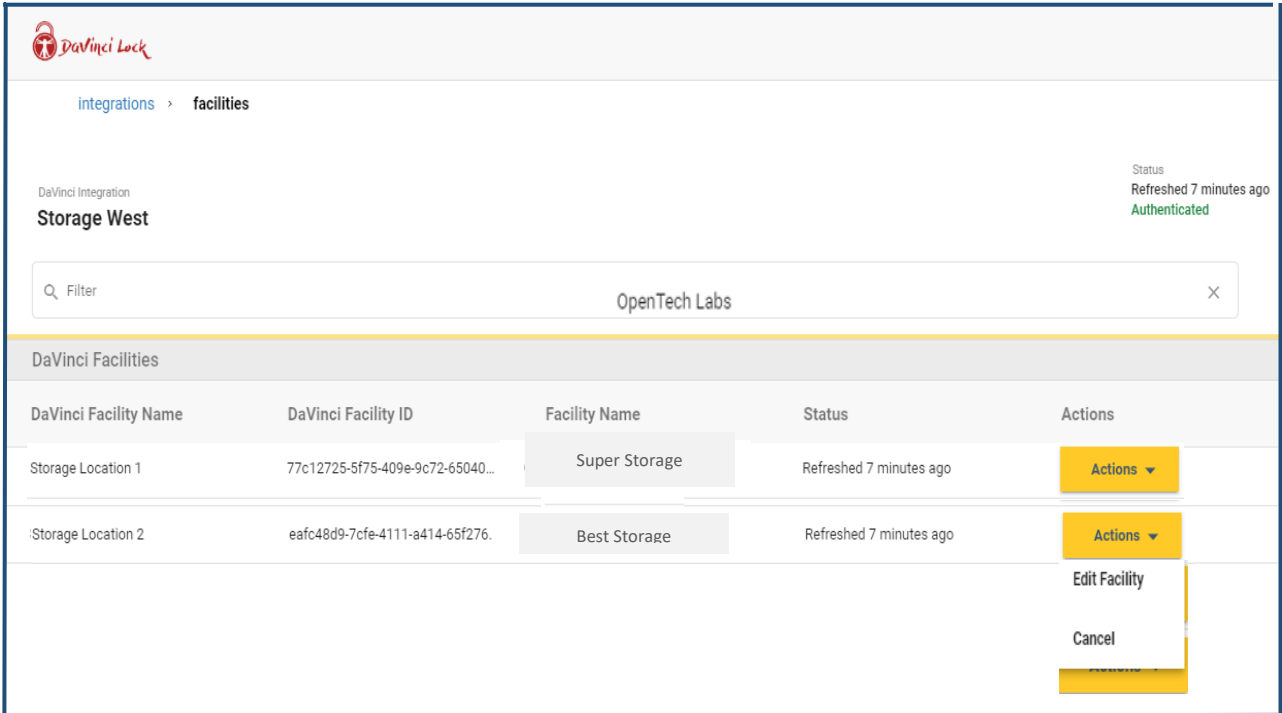


DaVinci Lock Facilities List View

- The DaVinci Lock Integrations Facilities List view includes the following fields:
 - DaVinci Lock Facility Name (obtained from DaVinci Lock portal (www.DaVinciLock.com))
 - DaVinci Lock Facility ID (obtained from DaVinci Lock portal (www.DaVinciLock.com))
 - DaVinci Lock Facility Name (corresponds to the Control Center facility name)
 - Status
 - Actions (reflects user interface update as part of R17)
- The DaVinci Lock Integration List view includes the following functionality:
 - Actions
 - Edit Facility
 - Cancel

➤ The ability to Add or Delete a DaVinci Lock facility was intentionally removed from the Facilities List view leaving only Edit because any DaVinci Lock facility added or deleted will be reflected in the List view.

- The Status indicator in the upper right hand corner of the DaVinci Lock Integration Facilities screen displays the following:
 - Inactive for # days
 - Refreshed # minutes ago; global system polling interval currently set to 10 minutes
 - If API Key/API Secret are valid, then status of 'Authenticated' will be Green
 - If API Key/API Secret are Invalid, then status of 'Authenticated' will be Red



DaVinci Lock

integrations > facilities

DaVinci Integration
Storage West

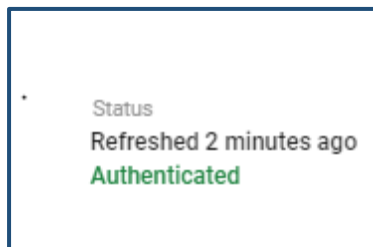
Filter OpenTech Labs

DaVinci Facilities

DaVinci Facility Name	DaVinci Facility ID	Facility Name	Status	Actions
Storage Location 1	77c12725-5f75-409e-9c72-65040...	Super Storage	Refreshed 7 minutes ago	Actions
Storage Location 2	ea4c48d9-7cfe-4111-a414-65f276.	Best Storage	Refreshed 7 minutes ago	Actions

Edit Facility
Cancel

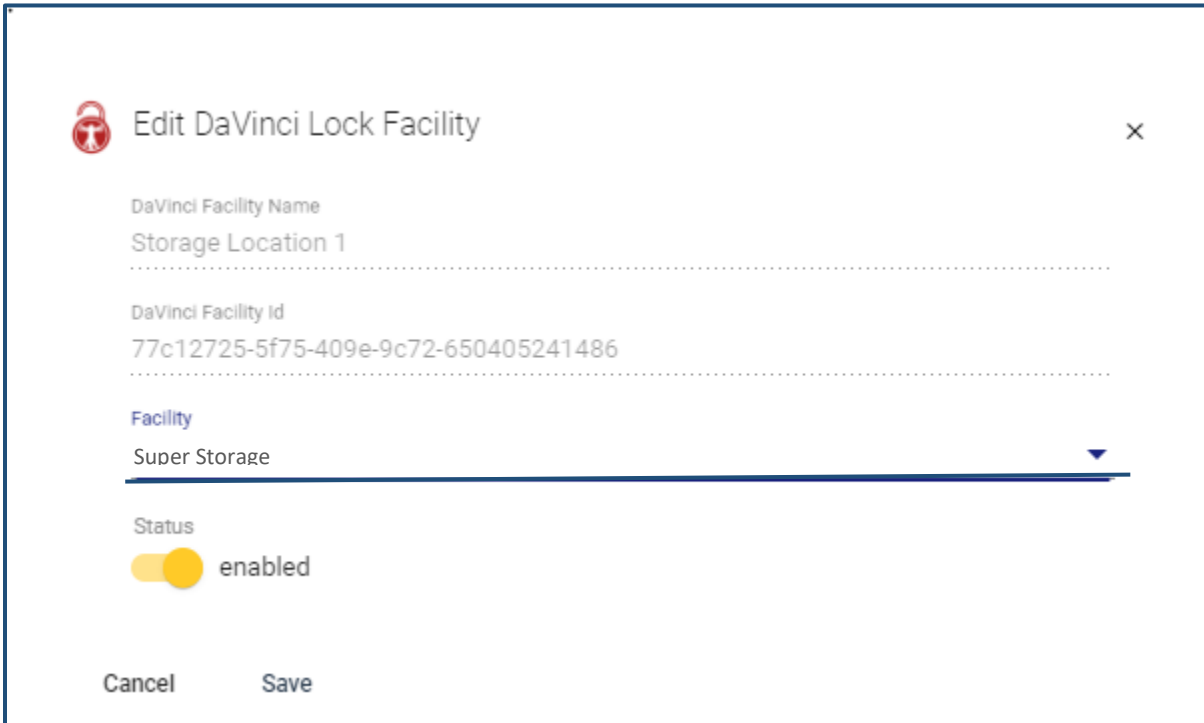
Status
Refreshed 7 minutes ago
Authenticated



Status
Refreshed 2 minutes ago
Authenticated

Edit DaVinci Lock Facility

- The only field that can be edited for the selected integration is 'Facility'.
- 'DaVinci Facility Name' and 'DaVinci Facility ID' are read-only fields.
- Updated Facility Name can be saved or Admin user can cancel out.
- Status – Indicates whether text messaging for this facility has been enabled (or disabled) for the purpose of sending an overlock code to delinquent or new tenant.



Edit DaVinci Lock Facility

DaVinci Facility Name
Storage Location 1

DaVinci Facility Id
77c12725-5f75-409e-9c72-650405241486

Facility
Super Storage

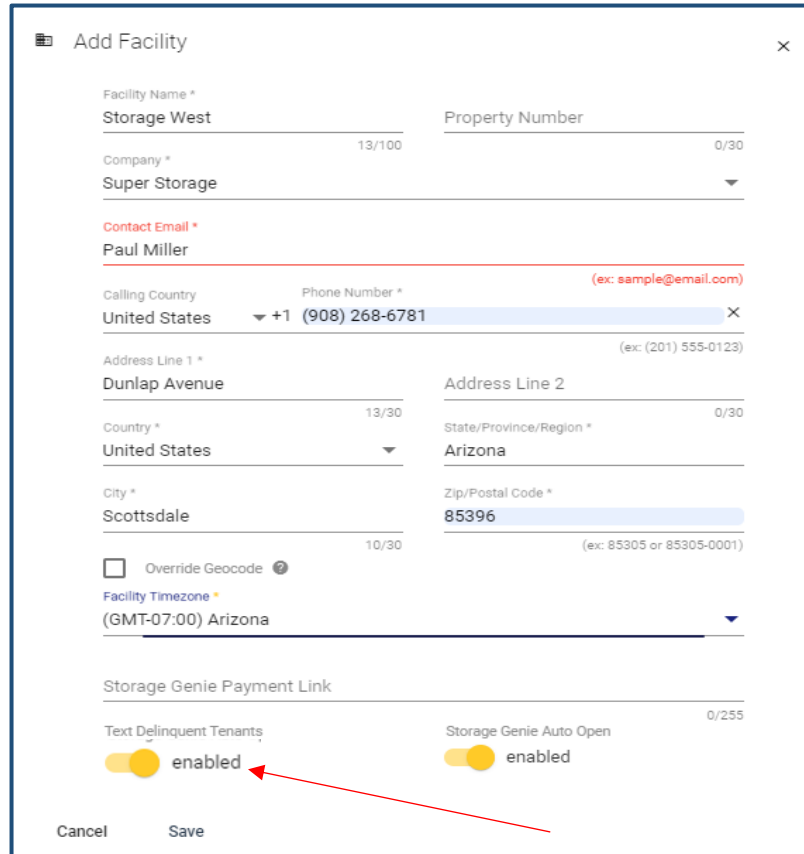
Status
☒ enabled

Cancel Save

Text Tenant DaVinci Lock Overlock Combination

- The DaVinci API will be invoked to retrieve the lock combination code:
 - If DELINQUENT or NEW tenant gains access to their facility:
 - Then API calls are invoked to interrogate if there is an active integration for the company the facility is related to AND the lock assigned to the unit is not in "Returned to Dropbox" state.
 - If yes, then text tenant the overlock combination with message.

- 'Text Delinquent Tenants' should also be enabled at the facility level so that delinquent tenant will receive a reminder e-mail along with Storage Genie payment link provided a payment link was added.
- The default setting for Text Delinquent Tenant when a new facility is created is 'disabled'; however, the status can be updated by editing the facility.
- For automation text notification, the Property Management System must send the tenant's mobile phone number to the CIA system.
- Refer to Administration => Facilities => Facility => Add or Edit for "Text Delinquent Tenants' toggle.



Add Facility

Facility Name *
Storage West 13/100

Property Number
0/30

Company *
Super Storage

Contact Email *
Paul Miller (ex: sample@email.com)

Calling Country Phone Number *
United States +1 (908) 268-6781 (ex: (201) 555-0123)

Address Line 1 *
Dunlap Avenue 13/30

Address Line 2
0/30

Country *
United States

State/Province/Region *
Arizona

City *
Scottsdale 10/30

Zip/Postal Code *
85396 (ex: 85305 or 85305-0001)

☐ Override Geocode

Facility Timezone *
(GMT-07:00) Arizona

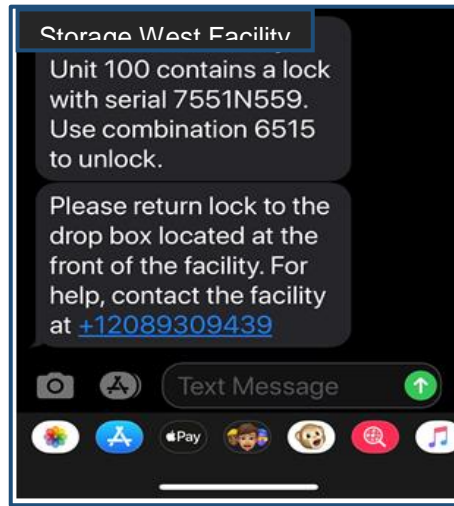
Storage Genie Payment Link
0/255

Text Delinquent Tenants ☒ enabled

Storage Genie Auto Open ☒ enabled

Cancel Save

- The following screen shot shows an example of a text message sent to a tenant who has a DaVinci Lock on their unit:



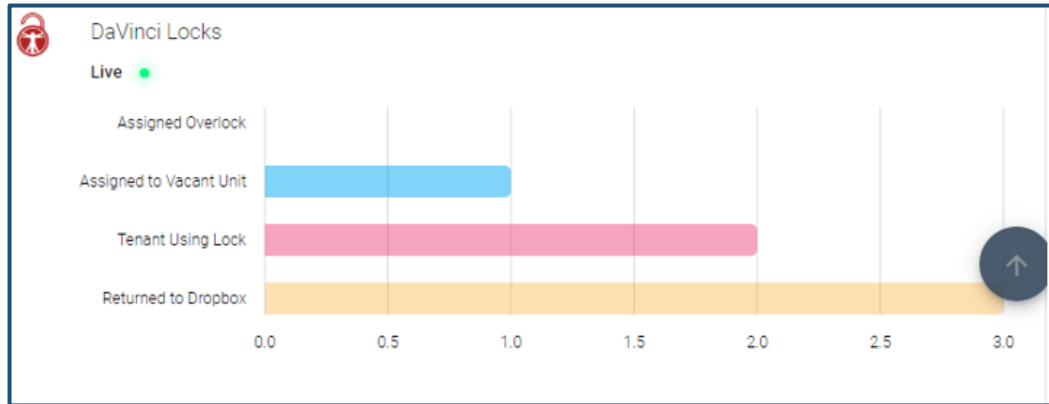
Return DaVinci Lock to Drop Box

- Once the tenant receives a text message with the DaVinci unlock code (or is given the code by a Call Center Agent) and gains access to their unit, the tenant should return the lock to the facility's designated Drop Box.
- The OpenTech IoE system will post an API request to DaVinci Lock to update that lock's status to 'Returned To Dropbox'. The Control Center will then pick up that new status on the next system refresh.

View Unit Unlock Code & Serial Number (Unit Status Dashboard Widget)

- In lieu of a report, a new Dashboard widget is available for Control Center and Live Agent users displaying:
 - Rented, Vacant and Delinquent Units
 - Status indicator for DaVinci Lock integration
- If facility is included in DaVinci Lock API:
 - Add DaVinci Lock Serial Number and Unlock Code columns to Rented, Vacant and Delinquent Units widget accordingly
 - DaVinci Lock Serial Number and Unlock Code are read-only

- DaVinci Lock Serial Number and Unlock Code will show in the Dashboard Units widget only when there is a DaVinci Lock integration.



The figure is a table titled "Returned to Dropbox" with a filter input and a close button. The table has four columns: "Unit Number", "Lock Serial Code", "Lock Code", and "Lock Status". It contains three rows of data. At the bottom, there is a pagination bar showing "Items per page: 10", "1 to 3 of 3", and navigation arrows.

Unit Number	Lock Serial Code	Lock Code	Lock Status
721	H57JE751	8519	Returned to Dropbox
732	H792J792	9727	Returned to Dropbox
A027	T71FTT1F	1481	Returned to Dropbox

The following stories are included in Epic ACS-3473:

- [ACS-3474] - Add DaVinci Lock Option to Left Navigation Bar (Admin Configuration)
- [ACS-3476] - Integration List View
- [ACS-3479] - Text / Email Tenant Overlock Combination
- [ACS-3481] - View Unit Unlock Code & Serial Number (Unit Status Dashboard Widget)
- [ACS-3509] - Select Company (Admin Configuration)
- [ACS-3510] - Add Integration
- [ACS-3511] - Edit Integration
- [ACS-3512] - Delete Integration
- [ACS-3514] - Facilities List View
- [ACS-3516] - Edit Facility
- [ACS-3518] - Live Agent User - View Unlock Code & Serial Number

Release 17 Enhancement & Improvements

[ACS-3567] – Changes to Administration Configuration Facilities Screen - The Control Center UI is updated to take more advantage of white space; and to streamline the user experience. The changes are applied throughout the Control Center for consistency.

[ACS-3548] - Storage Genie API - Recognizing Visitor Access Profiles - API to provide a list of keypads along with access area ID's so that the Storage Genie app knows what access areas are associated with a particular keypad (will deploy alongside SG-107 post R17).

[ACS-3580] – New Facility Map Theme – Updated with a new skin applied that matches the theme of the Control Center. The map is expandable for increased visibility of facilities. It also takes advantage of white space. There were no changes to the underlying functionality of the Facility Map.



[ACS-3529] – Angular Module Loading – Improves speed to load modules.

[ACS-3540] – Tenant Visits Widget Database Reads – Uses longer-term caching for each data element.

[ACS-3544] – Proxy Micro Service Endpoints through the Portal Service – The Control Center UI dependency is removed from the Reporting and TokenAuth micro services and it depends only on the Portal micro service.

[ACS-3545] – Update to .Net Core 3.0 – Brings performance improvements as well as ensures longer-term support from Microsoft.

Release 17 Remediated Production Bugs

[ACS-3472] - Deleting Hardware Records – Both Facility ID and Hardware ID are now included in the Delete request.

[ACS-[ACS-3571] - Read-Only Agents get 403 Error – A 403 error is now not generated when a Read Only user logs in and then subsequently selects Alerts => Honeywell for the selected facility.