



How-To Guide:

Test your Gate Software

OVERVIEW

This guide provides step-by-step actions for testing your gate software in Storage Commander including:

- Verifying the Gate in Storage Commander.
- Testing the Gate.
- Who to contact with issues.
- Basic Troubleshooting.

Note: Not all customers have integrated Gate Software with Storage Commander. If interested, please contact your account manager for more information or visit our website <https://www.storagecommander.com/technology-partners/> for up-to-date contact information for gate providers.

Gate Software Integration

Storage Commander offers integrations with gate access, security and equipment partners to help manage facility access. Whether you need a wired or wireless solution, keypads and/or a mobile app for your renters, Storage Commander partners have you covered.

The various gate software's that Storage Commander integrates with have security access control and security systems that provides a seamless integration. Storage facilities no longer have to work with two different systems which can take valuable time, lead to mistakes, unsatisfied customers and lost rent.

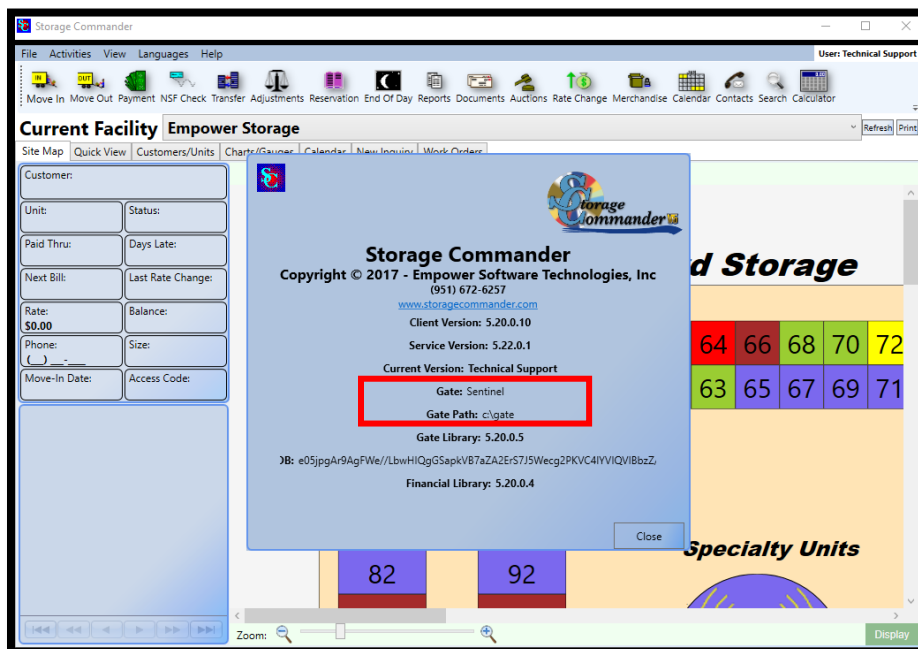
When you rent a unit in Storage Commander, the customer's information is automatically transferred to the gate software allowing the customer's individual access code to immediately operate your access control system. If a customer becomes delinquent, the information is communicated to the gate system to restrict the customer's access code. With the integration to Storage Commander Software you have the ability to change customers individual access codes, select the specific time zone that the customer is allowed to access the facility and can even specify which keypads the customer is allowed to use.

Verifying the Gate in Storage Commander

During the initial setup and conversion process for Storage Commander our technical support team will setup Storage Commander to interface with your gate software. Within your gate software application, a change might be required to allow Storage Commander to communicate with the gate software. It is best to confirm with the gate manufacturer to ensure that their interface is setup properly to accept gate changes from Storage Commander. Our technical support team will let you know if a call or ticket is required to complete the gate interface.

Storage Commander builds every gate integration based on a gate specification provided by the gate manufacturer. With that being said, depending on the gate software the setup process may be slightly different.

To verify that the Storage Commander Software is pointing to your gate system, select **Help** then **About Storage Commander**. If Storage Commander is pointing to your gate, the gate will have your selected gate manufacturer and the gate path will be filled out. The gate path is the location where all of the gate updates are sent to the gate software. The gate path will be unique to the gate manufacturer. The gate software processes any gate changes that occur during move ins, move outs, payments, transfers and late events such as units denied access or unit overlocks / unit remove overlocks.



Testing the Gate in Storage Commander

To ensure that the gate interface is working properly, check by double clicking on a customer name in *Quick View*, *Customer/Units* or the *Site Map* windows will open the Contract Details window. This will open the **Contract Details** screen. The right side of the **Contract Details** screen will show gate access information. Follow the instructions below to update the unit access code or to deny access for testing.

Contract DetailsSusans Deli

Facility: Empower Storage Customer Name: Susans Deli Unit:

Contract Details

Move In: 6/9/2019 Scheduled Move Out: Paid Through: 11/8/2019

Balance: \$0.00 Auction Date:

Next Charge: 11/9/2019 Deposit Balance: \$0.00

Delinquency Status: Current

Overlocked: NotOverlocked Access Code: 12345

Late Step: Deny Access:

Rate: \$46.00 Lease Number: Time Zone: 1

Pay On Day: 21 Lease Expiration: 6/9/2020 Keypad Zone: 1

Billing Plan: Commercial

Auto Payment: None

Recurring Items:

Rate Changes:

Previous Next Finish

Change the *access code* or select *deny access* and click **finish**, this will automatically update the gate software with the correct information.

To verify the change took place, open your *gate software* to see the updated unit information. You can also verify the gate by testing the change on the entry keypad of your gate system. Once you verify the change, please **toggle** back to *Storage Commander* to change the customer unit back to the correct access code or deny access.

Basic Gate System Troubleshooting

Use these steps if you suspect that your gates are not communicating with the Storage Commander Software. Follow the steps below in order. If you need assistance after you have tried these steps, please contact the **gate technical support team**.

Please visit our website at <https://www.storagecommander.com/technology-partners/> for up-to-date contact information for your gate provider.

Issue	Troubleshoot	Contact for Further Questions/ Resolution
If updates are showing in Storage Commander but aren't communicating to gate system.	<ol style="list-style-type: none"> 1. Check to see if the correct gate company and gate path located in the "About Storage Commander" tab. 2. Access to the location/ computer the gate path is pointed to. 3. The gate software folder should have "Read and Write" capabilities. (Please check security settings on gate folders) 4. Anti-virus isn't limiting access to software. 5. Network password protection turned off, and network discovery turned on (workstations only). 	<p style="text-align: center;">Storage Commander</p> <p style="text-align: center;">Technical Support: 951-301-1187 Support@storagecommander.com</p>
If updates are showing in Storage Commander and in the gate software, but the gate is still not functioning.	<ol style="list-style-type: none"> 1. Check to see if the customer is directed to the correct keypad. 2. Verify the time zone and keypad are correctly defined in the gate software and Storage Commander. 3. Check to see if the keypad is connected. 4. Verify the internet is connected and the modem/router has power. 	<p style="text-align: center;">Gate Company</p>
If updates are showing in the gate software but aren't communicating to Storage Commander.	<ol style="list-style-type: none"> 1. Check to see if the correct gate company and gate path located in the "About Storage Commander" tab. 2. Check to see if Storage Commander is listed as the integrated software in your gate system. 3. Access to the location/ computer the gate path is pointed to. 4. The gate software folder should have "Read and Write" capabilities. (Please check security settings on gate folders) 5. Anti-virus isn't limiting access to software. 6. Network password protection turned off, and network discovery turned on (workstations only). 	<p style="text-align: center;">Gate Company</p>

1. Ask yourself the question, “What has changed at this facility that might have caused a problem with the gate?”
Examples include:
 - Construction/electrical work on-site or in the area
 - Change made to system
 - New computer or hard drive
 - Power outages or surges (Blackouts or brownouts)
 - Lightning strikes
 - Bad weather

2. Ask yourself the questions,
 - “Was the gate system working before?”
 - “When did the problem first occur?”
 - “How did the problem first get noticed?”
 - “How often does the problem occur?”
 - “Does it tend to occur at specific times or in specific areas?”

3. Gate software can consist of several different programs that are loaded during the installation process. Some computers may require additional software or updates and will be loaded during the installation process by the gate access company. Be sure that the gate is open and connected to the computer and operational before beginning the troubleshooting process.

4. Many computer problems can be traced back to some basic issues: Make sure that the computer meets or exceeds the computer requirements for the selected gate software.

5. Be sure that all necessary Windows updates have been performed. Any new software is added to the computer can interfere with existing programs. Common problems include Cell phones, Video games, Cameras, USB Devices, Firewall software, and any program that controls ports on the computer.

6. Many viruses can cause problems with computer functionality. A good Anti-Virus software is recommended.

7. Check all power and data lines to the gate unit, computer, and each Keypad to make sure all items are connected tightly and correctly with no loose wires, shorts, crossed wires, exposed bare wires, or missing connections.

8. Verify that the ethernet cable is connected and that the connection is correctly made. Try switching with another ethernet cable or connection port.

9. Verify that the modem or router is connected and has power and is actually working.

10. Verify that the internet connection is up and running. In most cases, the connection must have a static IP and always be on. The internet connection must be high-speed.

11. Verify that the gate has been setup and is working on each computer on the network and that it is pointed to the correct computer name with the database on it.

With any troubleshooting, some adjustment of the configuration may be required. This will differ with every setup depending on the computer, operating system, software, wiring, internet connection, modem connection, site specific issues and/or any other variable introduced into the setup. In no circumstances will Storage Commander Software, LLC be responsible for any damages either incidental or consequential based on these recommendations. These instructions are intended as a guide for basic gate system troubleshooting.

General Support Information

We're available to help you with any questions that you might have with using Storage Commander. Our software comes with technical support that is available from 7:00am to 5:00pm Monday through Friday **PST**, and Saturdays from 7:00am to 3:30pm **PST**.

Technical Support for Storage Commander:

Technical Support: 951-301-1187

Fax: 877-600-8412

Digital Fax: 951-813-2548

Email: support@storagecommander.com

Website: www.storagecommander.com/support

Sales for Storage Commander:

Front Office: 951-672-6257

Toll Free: 877-672-6257

Fax: 951-600-8412

Digital Fax: 951-813-2548

Email: sales@storagecommander.com

Website: www.storagecommander.com

For additional information and resources please visit our website at: www.storagecommander.com/support