

Fault Analysis and Troubleshooting: Potential Loss of Functionality in the Master Card Set for KN1 and KN2 Wireless BLE Door Knobs

Error Description

When using the **KXC-KN1-BLE** and/or **KXC-KN2-BLE** wireless BLE door knobs in conjunction with **KentixONE 8.6.1, 8.6.2, or 8.6.3**, the programmed **battery replacement card** and the **removal card** may stop functioning.

Functional failures of the master cards do not affect the general locking/unlocking functionality of the knobs. However, this may result in limitations for RFID media with emergency access authorization. To ensure full functionality even during future battery replacements, we recommend inspecting all potentially affected knobs and resolving the issue immediately.

1. Preliminary Analysis: Could my Kentix system be affected by this error?

The error can only occur if BOTH of the following conditions are met:

- Your Kentix system is running or was running on Kentix ONE 8.6.1, 8.6.2, or 8.6.3
- Knobs of the KXC-KN1-BLE and/or KXC-KN2-BLE models would be or were programmed during this period

Only if both conditions are met is there a potential for knobs to exhibit the functional deviations described above. In that case, please proceed to step 2:

2. Troubleshooting, Part 1: Update to 8.6.4

The update addresses the root cause and ensures that the functional issue with the affected knobs can be easily resolved.

3. Analysis: Check the card function on each potentially affected doorknob

Every knob of the KXC-KN1-BLE and KXC-KN2-BLE models in the system should be inspected.

To this end, we should

- Hold the **battery replacement card** against the knob. You should hear the sleeve's latch retract; the locking pins should be pressable, and the sleeve should be removable. Then hold the battery replacement card in front of the knob a second time to return the knob to normal operation.
- Hold the **removal card** against the knob. The knob should audibly unlock and then be removable. Then return the knob to its installed position and mechanically relock it in the lock by holding the removal card against it again.

If the knob exhibits both of these expected responses, it is functioning normally and there is no error.

If the knob does not respond to one or both cards as described, troubleshooting should be performed

Important: Each knob must be checked individually.

4. Troubleshooting, Part 2: Restoring Functionality of the Battery Replacement Board and Removal Board

- 1.) (After Update 8.6.4) Make at least one online booking (hold a user's RFID card; the access attempt should be logged in the Kentix ONE log)
- 2.) Access the web interface of the host device (KXP-BLE, KMS-LAN-BLE, or KMS-TI-BLE) for the affected Knauf. This can be done directly via the Access Manager's IP address or through the UPDATE menu item in the SiteManager web interface.
- 3.) In the browser's address bar, append `"/support/support"` to the IP address of the host device (*`https://ip of the host/support/support`*)
- 4.) In the "Change Battery and Removal Cards" menu item, select the knob and start the card reprogramming process by pressing "GO"
- 5.) Post to the relevant Knauf in the following order:
 - A user's RFID token
 - Service card
 - Battery Replacement Card
 - Disassembly Chart
 - (Again) Service Menu
- 6.) To verify: Check that the battery replacement card and removal card function as described in step 3.
- 7.) IMPORTANT: If emergency access points have been defined for this Knauf, successful

bookings must be made at the Knauf in a number at least equal to the number of emergency access points until the data for all emergency access points has been fully transferred back to the Knauf.