Sesame2 Upgrade Plan

Flashing store tracker to Sesame2 + Safety radar installation + remote monitoring cable installation

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1. How to flash a Sesame 1 store tracker to Sesame 2

1.1 Overview of store tracker

Sesame 2 uses a different operating system called PhyOS compared to Sesame 1. Follow the steps below to update the operating system of the Giada computer (store tracker) to PhyOS.



1.2 List of what to bring for the flashing

Below is what's needed to be able to perform the flashing the store tracker into sesame1

- Screen with HDMI support
- HDMI cable
- USB with loaded OS (Delivered by Coles)
- USB keyboard

1.3 Flashing the store tracker

- 1. Locate the store tracker of the zone you are going to migrate.
- 2. Insert the USB keyboard into any available USB port on the store tracker.
- 3. Insert the USB stick into any available USB port on the store tracker.
- 4. Insert the HDMI cable in the store tracker and into the screen.
- 5. Disconnect the power supply of the store tracker, wait 10 seconds then connect the power supply to the store tracker again and the store tracker will start up automatically.
- 6. Press on the F12 key on your keyboard plugged into the store tracker during start up multiple times until you see a blue popup field with the text "Please select boot device".
- 7. Using the arrows on the keyboard, select UEFI <name of your USB> from the menu.

(in the image the USB name is "VendorC ProductCode 2.00", your USB will have another name)

Please select boot device:
UEFI: Built-in EFI Shell UEFI OS (PO: InnoDisk Corp mSATA 3ME4) PO: InnoDisk Corp mSATA 3ME Generic STORAGE DEVICE 9451 VendorC ProductCode 2.00 UEFI: VendorC ProductCode 2.00 Enter Setup
↑ and ↓ to move selection ENTER to select boot device ESC to boot using defaults

8. You will be prompted to confirm if you want to start the copy (installation) process.

Type "Yes" and press Enter on the keyboard.

phyos login: root (automatic login)
<pre>* echo root:abc123 * chpassud ** blkid ** grep 'LABEL="PHYOS"' ** cut -d : -f 1 * IMAGE_PARTITION=>deu>sdb2 ** echo >deu>sdb2 ** echo >deu>sdb2 ** sed -E 's<(.)(p?)(0-9]*\$>\1/ * IMAGE_DEUICE=>deu>sdb ** farGET_DEUICE=>deu>sdb ** farGET_DEUICE= ** lsblk -ln -o NAME,TYPE ** grep disk ** awk '(print \$1)' * for deu in \$(lsblk -ln -o NAME,TYPE grep 'disk' awk '(print \$1)') * 'I' >deu>sda == >deu>sdb ']' * TARGET_DEUICE=>deu>sda * break * mkdir -p >opt</pre>
+ mount /deu/sdb2 /opt -o ro + lsblk
NAME MAJ:MIN RM SIZE RO TYPE MOUNTPOINTS
loop0 7:0 0 377.7M 1 loop /usr/lib/live/mount/rootfs/installer.squashfs /run/live/rootfs/installer.squashfs
sda 8:0 1 OB 0 disk
sdb 8:16 1 14.6G 0 disk
I-sdb1 8:17 1 988.4M 0 part
-sdb2 8:18 1 5.96 0 part /opt
sdc 8:32 0 29.8G 0 disk
1-sdc1 8:33 0 26.71 0 part
1-sdc2 8:34 0 44M 0 part
1-sdc3 8:35 0 26 0 part
-sdc4 8:36 0 27.76 0 part
+ read -n 'Are non sire up want to start the cobu process? (ges/ho): 'Confirmation
Are you sure you want to start the copy process? (yes/ho);

9. The copy process will initiate, displaying its progress and speed as it proceeds.

/deu/sda2: 8 bytes were erased	at offset 0x1afeb8000	(zfs_member): Oc b1 b	a 00 00 00 00 00
/deu/sda2: 8 bytes were erased	at offset 0x1afeb7000	(zfs_member): Oc b1 b	a 00 00 00 00 00
/dev/sda2: 8 bytes were erased	at offset 0x1afeb6000	(zfs_member): Oc b1 b	a 00 00 00 00 00
/deu/sda2: 8 bytes were erased	at offset 0x1afeb5000	(zfs_member): Oc b1 b	a 00 00 00 00 00
/deu/sda2: 8 bytes were erased	at offset 0x1afeb4000	(zfs_member): Oc b1 b	a 00 00 00 00 00
/deu/sda2: 8 bytes were erased	at offset 0x1afeb3000	(zfs_member): Oc b1 b	a 00 00 00 00 00
/deu/sda2: 8 bytes were erased	at offset 0x1afeb2000	(zfs_member): Oc b1 b	a 00 00 00 00 00
/deu/sda2: 8 bytes were erased	at offset 0x1afeb1000	(zfs_member): Oc b1 b	a 00 00 00 00 00
/deu/sda2: 8 bytes were erased	at offset 0x1afeb0000	(zfs_member): Oc b1 b	a 00 00 00 00 00
/deu/sda2: 8 bytes were erased	at offset 0x1afeaf000	(zfs_member): Oc b1 b	a 00 00 00 00 00
/deu/sda2: 8 bytes were erased	at offset 0x1afeae000	(zfs_member): Oc b1 b	a 00 00 00 00 00 00
/deu/sda2: 8 bytes were erased	at offset 0x1afead000	(zfs_member): Oc b1 b	a 00 00 00 00 00 00
/deu/sda2: 8 bytes were erased	at offset 0x1afeac000	(zfs_member): 0c b1 b	a 00 00 00 00 00
/deu/sda2: 8 bytes were erased	at offset 0x1afeab000	(zfs_member): 0c b1 b	a 00 00 00 00 00
/deu/sda2: 8 bytes were erased	at offset 0x1afeaa000	(zfs_member): Oc b1 b	a 00 00 00 00 00
/deu/sda2: 8 bytes were erased	at offset 0x1afea9000	(zfs_member): Oc b1 b	a 00 00 00 00 00 00
deutoda2: 0 bytes were erased	at offset 0x1afea8000	(zfs_member): 0c b1 b	a 00 00 00 00 00
(deuteda2: 8 butes were erased	at offset 0x1afea7000	(ZIS_member): Oc b1 b	a 00 00 00 00 00
(deu/sda2: 8 butes were erased	at offset 0x1afea6000	(ZIS_member): Oc b1 b	
(deutsda2: 8 butes were erased	at offset Oxlafea5000	(ZIS_member): Oc b1 b	a 00 00 00 00 00
/deu/sda2: 8 butes were erased	at offset 0x1afea2000	(The member): Oc bi b	
/deu/sda2: 8 butes were erased	at offset 0x1afea2000	(ZIS_member): Oc bi b	
/deu/sda2: 8 butes were erased	at offset 0x1afea1000	(zfs member): Oc bi b	
/deu/sda2: 8 butes were erased	at offset 0x1afea0000	(zfs member): Oc b1 b	
+ echo wiping drive	at office oxidirea0000	CETS_MEMOET 7: OC BI D	
wiping drive			
+ wipefs -a /dev/sda			
/deu/sda: 8 bytes were erased a	t offset 0x00000200 (a	mt): 45 46 49 20 50 4	1 52 54
/deu/sda: 2 bytes were erased a	t offset 0x000001fe (MBR): 55 aa	2 00 01
/deu/sda: calling ioctl to re-r	ead partition table: S	Success	
+ sgdiskzap-all /dev/sda			
Creating new GPT entries in men	iory.		
GPT data structures destroyed!	You may now partition	the disk using fdisk	or
other utilities.			
+ dd_if=/ont/disk.img_of=/deu/s	da he=512 conu=noennor	status=progress	
979108352 bytes (979 MB, 934 Mi	B) copied, 56 s, 17.5	MB/s	

10. Once the process is finished, a confirmation message will appear.

<pre>/deu/sda2: 8 bytes were erased at offset /deu/sda2: 8 bytes were erased at offset</pre>	0x1afea9000 0x1afea8000 0x1afea7000 0x1afea5000 0x1afea5000 0x1afea4000 0x1afea3000 0x1afea3000 0x1afea3000 0x1afea1000	<pre>(ZfS_member): (ZfS_member): (ZfS_member): (ZfS_member): (ZfS_member): (ZfS_member): (ZfS_member): (ZfS_member): (ZfS_member):</pre>	0c b1 0c b1 0c b1 0c b1 0c b1 0c b1 0c b1 0c b1 0c b1 0c b1	ba 00 ba 00 ba 00 ba 00 ba 00 ba 00 ba 00 ba 00 ba 00		00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00	00 00 00 00 00 00 00 00 00 00	
+ echo wiping arive								
wiping drive								
/deu/sda: 8 bytes were erased at offset	0×00000200	gpt): 45 46 49	20 50	41 52	54			
/deu/sda: 2 bytes were erased at offset	0x000001fe (PMBR): 55 aa						
/dev/sda: calling ioctl to re-read part	ition table:	Success						
+ sgdiskzap-all /dev/sda								
Creating new GPT entries in memory.								
GPT data structures destroyed! You may	now partition	the disk using	fdisl	(or				
other utilities.								
+ dd if=/opt/disk.img of=/dev/sda bs=51	2 conv=noerro	r,sync status=	progres	ss				
7510008320 bytes (7.5 GB, 7.0 GiB) copi	ed, 650 s, 11	.6 MB/s						
14680064+0 records in								
14680064+0 records out								
7516192768 butes (7.5 GB, 7.0 GiB) copi	ed, 654.513 s	, 11.5 MB/s						
+ nartedscript /dev/sda resizepar	t 2 100%							
Marning: Not all of the space available	to /dev/sda	appears to be	ised. i	JOU Ca	n fix	the	GPT to	use a
11 of the space (an extra 47853232 bloc	ks) or contin	ue with the cu	rent	ettir	a?			
Empor: Unable to satisfy all constraint	s on the part	ition.						
+ mool online -e phuos /deu/sda2								
The ZFS modules are not loaded.								
The pupping 'shin modurabe zfs' as roo	t to load the	m .						
ing running varinvildeprobe and us ros								
+ unduite >opt	lation media	and reboot'						
All done, you may remove installation m	edia and rebo	ot						
HIT ubic, goa mag Tendoe Thotartaeta								
+ STEEP TOODOOOO								

You have now completed the installation of sesame 2 on the store tracker.

- 11. Eject the USB stick from the store tracker.
- 12. Remove the power cable from the store tracker, wait for 10 seconds and connect it again.

The store tracker will start up by itself.

- 13. Leave the store tracker to start up for 5 minutes.
- 14. After 5 minutes you should see a black screen with a QR code. Then you know the store tracker is fully up and running.



2. Enter network details in store tracker

After flashing you will have to enter the network details into the flashed store tracker to connect it to Coles network. The following steps will show how it's done. Coles will provide the network details.

- 1. Press the F2 button on the USB keyboard plugged into the store tracker.
- 2. You will now be in the configuration menu of the store tracker.
- 3. Navigate to "Setup ethernet interface".

Device OFFLIN	Main menu	
Wifi Lan Proxy Diag - Provision Shell - Pause Reboot Exit	Setup wifi Setup ethernet interface Setup network proxy Network diagnostics - Provision device Open shell - Stop the services Reboot Exit this menu	
< (OK > <cancel></cancel>	

4. Navigate using the arrow on the USB keyboard to **Lan2** and press enter.

Lan2 setup Lan2 is DISCONNECTED	
DHCP yes Exit Exit this menu	
< <mark>OK ></mark> <cancel></cancel>	

NOTE! Coles will always use **Lan2** for the network configuration. Make sure you select that interface when entering the network details.

	Lan2 Lan2 is DISCONN	setup ECTED	
2	DHCP - IP Default GW DNS - Apply Exit	nc - 192.168.1.1/24 not set not set - Apply changes Exit this menu	
	< 0K >	<cancel></cancel>	

5. Press enter on your keyboard to change Lan2 from DHCP yes into DHCP no.

 Navigate down to the IP field and enter the IP address given by Coles followed by /24. Press on enter on your keyboard to edit the field. Here is an example of how to edit the IP field.

Lan2 is D	Lan2 setup DISCONNECTED	
DHCP - Defau DNS - Apply Exit	no - 192.168.1.1/24 Not set not set - Apply changes Exit this menu	2 <u>7</u> 5 1u
<	OK > <cancel></cancel>	

When in the edit mode, type the IP address from Coles followed by /24. Press Enter on the keyboard to exit the edit mode.

Lan2 setup > IP
10.169.56.80/24
< OK > <cancel></cancel>

See example below:

7. Now, navigate down to the Default GW field and press enter to edit it.

Lan: Lan2 is DISCON	2 <mark>setup</mark> NECTED	
DHCP - IP Default GM DNS - Apply Exit	no - 10.169.56.80/24 not set not set - Apply changes Exit this menu	
< (DK >	<cancel></cancel>	

Enter the gateway given by Coles.

Press Enter on the keyboard to exit the edit mode.

Lan2 setup > Default GW	
< OK > <cancel></cancel>	

See example below:

Lan2 is DISCON	NECTED	
DHCP - IP Default GW DNS - Apply Exit	no - 10.169.56.80/24 10.169.56.1 not set - Apply changes Exit this menu	
< 0K >	<cancel></cancel>	

8. Now to the last one. Navigate down to the DNS field and press on enter to edit the field.

The DNS will always be 172.22.44.44 unless Coles have given any other information.

Press Enter on the keyboard to exit the edit mode.

Lan2 setup > DNS	
< OK > <cancel></cancel>	

See example below:

9. Go through the enter network details and if everything is right navigate down to Apply changes and press enter on your keyboard to save the configuration.

Lan2 Lan2 is DISCONN	setup ECTED	
DHCP - IP Default GW DNS - Apply Exit	no - 10.169.56.80/24 10.169.56.1 172.22.44.44 - Apply changes Exit this menu	
< 0K >	<cancel></cancel>	

It will take a few seconds to save, and some console messages will pop up during the saving process. Once the menu is back again, navigate down to Exit this menu and press enter on your keyboard to get back to the overview of the network interfaces.

DHCP no - - IP 10.169.56.80/24 Default GW 10.169.56.1 DNS 172.22.44.44 - - Apply Apply changes Exit Exit this menu	Lan2 is DISCON	2 setup	
L	DHCP - IP Default GW DNS - Apply Exit	no - 10.169.56.80/24 10.169.56.1 172.22.44.44 - Apply changes Exit this menu	
< OK > <cancel></cancel>	< 0K >	<cancel></cancel>	

10. Navigate and select Exit this menu again to get out to the main menu.

	Select in	terface	1	
Lan1 Lan2 - Exit	DISCONNEC DISCONNEC - Exit this	TED, no address TED, no address menu		
	: OK >	<cancel></cancel>	-	

11. When back to the main menu, navigate down to Exit this menu again to exit the configuration mode.

Device OFFLINE	
WifiSetup wifiLanSetup ethernet interfaceProxySetup network proxyDiagNetwork diagnosticsProvisionProvision deviceShellOpen shellPauseStop the servicesRebootRebootExitExit this menu	
< OK > <cancel></cancel>	

12. Now when you see the black screen with the QR code again, the "but Offline" message before "Device Not provisioned" should have disappeared if the store tracker can successfully reach the cloud platform. This could potentially take up to a couple of minutes.



13. When the "and offline" message have disappeared, send the serial number that's above the QR code to the Coles team. Its needed to continue the process.



14. The flashed store tracker should now be connected to Coles network and after the serial number is added to the cloud platform by Coles, the store tracker will automatically download the additional software and configuration from the cloud platform. Wait for Coles to confirm store tracker is online in the cloud platform before doing anything else. This might take 5-10 minutes.

15. When the store tracker is added to the cloud platform and approximately 10 minutes or less have passed, the message underneath the QR code will change to "All OK" if the device is successfully connected to the cloud platform and provisioned.



- 16. You can remove the screen and the USB keyboard since the store tracker running Sesame2 is fully connected and running.
- 17. If the "All OK" message doesn't appear, please proceed to the troubleshooting chapter.

NOTE! After flashing the first store tracker, make sure you repeat the same steps (p2 to p14) for the other store trackers if multiple zones with sesame in a store. (Each zone got a store tracker and a store can have up to 3 zones with sesame)

3. Troubleshoot flashing to Sesame2

In case the flashed Sesame 2 store tracker isn't coming online after performing the steps of the previous chapters there are some things you can try to check to make sure everything is right on the device.

3.1 Check if the provided serial number is correct

Sometimes it is easy to get the unique serial number wrong and if the wrong serial number is entered in the cloud platform by Coles the store tracker will not connect properly. Make sure that you have sent the correct serial number to Coles.



3.2 Check if you entered the right network details

If the message "and offline" never disappears after configuring the network details and applied them it might be something configured wrong in the network details.

1. To check the network details again, press F2 on your keyboard to access the configuration menu again and navigate to the "Setup ethernet interface" and press enter on your keyboard.

Device OFFLIN	Main menu E	
Wifi Lan Proxy Diag - Provision Shell - Pause Reboot Exit	Setup wifi Setup ethernet interface Setup network proxy Network diagnostics - Provision device Open shell - Stop the services Reboot Exit this menu	
<	OK > <cancel></cancel>	

2. Navigate to LAN2 and press enter to check the network configuration configured for the Lan2 interface.

Exit Exit this menu	Select interfac Lan1 DISCONNECTED, n Lan2 DISCONNECTED, n	e o address o address	
< OK > <cancel></cancel>	Exit Exit this menu		
	 < OK > <can< th=""><th>cel></th><th></th></can<>	cel>	

3. Double-check all network details entered to make sure there is nothing wrong. If you find a mistake, correct it by editing the lines that needs to be changed and apply the settings again.

Lan2 Lan2 is DISCONN	setup ECTED	
DHCP - IP Default GW DNS - Apply Exit	no - 10.169.56.80/24 10.169.56.1 172.22.44.44 - Apply changes Exit this menu	
< 0K >	<cancel></cancel>	

4. When that's done you can navigate down to "Exit this menu" again and do that 3 times until you get back to the QR code again.

Lan2 Lan2 is DISCONN	setup ECTED]
DHCP - IP Default GW DNS - Apply Exit	no - 10.169.56.80/24 10.169.56.1 172.22.44.44 - Apply changes Exit this menu	
< <u>0K</u> >	<cancel></cancel>	

3.3 Run a restart of the services on the store tracker

- 1. If the serial number and the network details were correct and the store tracker is still not showing as online on the console there is one last step to try before moving on to swapping out the store tracker with a new one.
- 2. Press F2 on your keyboard to access the configuration menu again and navigate to the "Open shell" section and press enter on your keyboard.



3. After pressing Open shell you will see a pop up text in the lower left corner saying something like "bash-5.2\$". See image below:



4. Type the following on the keyboard:

sudo su



5. Press enter on your keyboard to run the command. A new line that says "sh-5.2#" should pop up.

	_		Main menu
	All	ОК	
		Wifi Lan Proxy CA Diag - Provision Snell - Pause Reboot Exit	Setup wifi Setup ethernet interface Setup network proxy Add Certificate Authority Network diagnostics - Provision device Open shell - Stop the services Reboot Exit this menu
	L	< 0	K > <cancel></cancel>
bash-5.2\$ sudo su sh-5.2#			

6. Now, type the following on your keyboard:

```
systemctl restart phyedged
```

		Main menu
	All OK	Harri merta
	Wifi Lan Proxy CA Diag - Provision Shell - Pause Reboot Exit	Setup wifi Setup ethernet interface Setup network proxy Add Certificate Authority Network diagnostics - Provision device Open shell - Stop the services Reboot Exit this menu
	< (<mark>K ></mark> <cancel></cancel>
bash-5.2\$ sudo su sh-5.2# systemctl restart phyedged		

- 7. Press enter on your keyboard to run the command.
- 8. You will see multiple lines popping up telling you there is processes running in the background.

bash-5.2\$ sudo su
sh-5.2# systemetl restart phyedged
sh-5.2# br-b5cec62db752: port 1(veth3b094d9) entered alsolet state
uetb02d9f2d: renamed from eth0
br-b5cec62db252: nort 1(ueth3b094d9) entered disabled state
ueth3bA9449 (upregistering): left allmulticast mode
uethologial (unregistering): left promisculus mode
hn-b5cer62b722: nont ((not)2004(a)) antonia a diamanda a
br-b5cer6240752: port f(veth3b - 2003) entered alsabled state
broccession and the
uetbodelogic action (10eth/ada896) entered disabled state
uethadago: entered allmulticast mode
hr-h5cec624252; entered promiscuous mode
br-breef218722, port 1(veth?ada896) entered blocking state
etho: repared from (lueth?ada896) entered forwarding state
Tonunca from vetn985f9ca

9. When seeing this, wait for up to 5 minutes and check with the command centre if the device is showing as online on OnRed. If not, move on to next troubleshooting chapter.

3.4 Replace current store tracker with a spare store tracker

1. After checking the previous things including checking serial and network details and the mesage underneath the QR code changed to "All OK" it means everything is all-right.



2. If the message underneath the QR code stays on "Device NOT PROVISIONED and OFFLINE" and you sent the right serial number together with configuring the network details it might be something else on the network blocking the communication and needs to be troubleshooted by Coles IT.



3. As an alternative it is also possible to swap out the current store tracker you just flashed with a spare store tracker already running Sesame2.

- 4. Before disconnecting anything from the store tracker you just flashed, please make sure you remember in what network port the network cable from the store switch was connected to the store tracker.
- 5. When you know that, disconnect the power cable and the network cable from the current store tracker.
- 6. Replace the store tracker with the spare store tracker you got with you.
- 7. Connect the screen and the USB keyboard to the store tracker again.
- 8. Wait for the QR code to show on the screen. When the QR code is showing, you know the spare store tracker started up properly.
- 9. To configure the network details to the new store tracker, follow all steps from the chapter **"4. Enter network details in store tracker"** starting on p.5 then come back to this point.
- 10. After following the steps to configure the network details, the message underneath the QR code should be saying "All OK".



NOTE! Since this is a new store tracker, the command centre needs to add the new store tracker to the OnRed platform as a new device. They should also remove the old one since it's not required anymore.

11. If the message underneath the QR code still says *Device not provisioned and offline* or *Device not provisioned* after replacing the store tracker please check the network details and provided serial number. If nothing wrong can be found, it is most likely something with the network or network hardware.

4. Customer facing safety radar installation

Needed for installation:

- Variety of screw drivers will be required for installation and configuring the safety radars.
- Cable ties
- Nipper



1. Find SigmaGates and make sure you are installing the radars facing the customers as they are about to walk through the gates.





- 2. Open SigmaGates using the remote and the turn gate off by turning the key to the vertical position or cut the power to the gate.
- 3. Unlock Service hatch by using a flat head screw driver to turn the lock into the vertical position.



4. Lift service hatch up and away from the SigmaGate



5. Disconnect the earth cable from service hatch



6. Disconnect the power to the gate sides.

NOTE! Make sure you do not restart the scanmaster or powering off and on the gate to often since this can damage the SD-card. Recommendation is to power off gates, leave them like that and power on again once installation is done and avoid restarting the scanmster using the button on the PCB.





- 7. Remove the screw from the bracket and discard the bracket if supplied. Use the bracket screw and washer to mount the customer facing radar to in the corner of the SigmaGate with the washer between the mounting plate and radar THIS IS IMPORTANT! so that the radar doesn't slip after install.
- 8. It is also very important when tightening the screw that the radar is lilting downwards. This is to make sure that the radar picks up all customers.





+12v = Green wire

GND = Brown and Yellow wires

OPEN NEXT/ SCO CLOSE = White wire

9. Adjust the potentiometer on the side of the radar as shown in the image below left to set the detection range. The radars red LED will illuminate when a customer is detected as shown in the image below right.

Maximum sensitivity: Potentiometer turned all the way clockwise. Minimum sensitivity: Potentiometer turned all way anti-clockwise.

NOTE! The tuning of the radar will be the same no matter if it got the dial on the right or left side of the radar.









10. Set radar distance to 1M using a measuring tape and the red LED indicator light to show that it is detecting customers.

NOTE! When testing the distance with the cover on the trigger distance will slightly decrease. Also make sure there is no checkouts opposite to the gate that might trigger the safety radars to trigger while closing.

- 11. Close up the SigmaGate by doing the inverse of the opening procedure.
 - -Place service hatch on gate
 - -Connect earth cable
 - -Close service hatch
 - -Close lock by using a flat head screwdriver turning it into the horizontal position
 - -Power up the gate again.
 - -Return gate functionality by using the remote.

4.1 Checks to do after safety radar installation

After you are done installing the safety radars on both sides of the gate there are a few things you have to verify before declaring the installation as fully functional

4.1.1 Adjust magnetic sticker on gate hatches

After you have installed the safety radar and handled the gate hatches of the gate there is a chance that the magnetic sticker on the gate hatches has moved.

Example of red magnetic sticker on hatch:





After you put back the hatch on to the gate you must make sure the magnetic sticker isn't blocking any of the out cut on the hatch.

NOTE! If the out cut is slightly blocked by the magnetic sticker, it will limit the coverage of the safety radar trigger zone.

4.1.1 Be aware of other high movement activity areas close to the gate

In some stores there is TACO zones, conventional checkouts or other areas where people will move around frequently close to the gates. If any of the gates are near an area with high moving activity it is required to look around for any possible scenario when someone outside the assigned area for the gate with the safety radars can trigger the gate at the same time its closing.

Example:

In a store where there is a gate in the corner of the zone. There is chrome rails installed 90 degrees next to the gate to divide the area for sesame from another area with conventional checkouts.



When customers are shopping in both areas there might be some scenarios when someone from the sesame area exits through the gate and when the gate is about to close, someone move towards the gate but outside of the area next to the chrome rails.

This will be captured by the gate if the radar on that side is turned up to be too sensitive.

See figure of 2 paths of customers that can trigger the safety radar when closing:



Solution:

In these scenarios you will most likely have to tune down the sensitivity of the radar to less than 1m if there is a risk of people outside the zone triggering it. Adjust radar sensitivity down to a point where it's not picking up someone moving outside of the area or in any other high movement area near the gate separate from the checkout zone its operating in.

5. Remote monitoring cable

The purpose for the remote monitoring cable is to help the Sesame software to monitor when a gate of a sesame zone has been put into cleaning mode (permanent open) by the remote control for statistical purposes.

Please link a signal cable between cleaning and the middle terminal of the 3-pin connector on the GateMaster 2.0 control board as shown below. (light blue cable is the example cable below)





6. Troubleshooting after HW installation

This part will cover some troubleshooting steps to take if you can see unexplained behaviour of the gate after the safety radar and remote-control monitoring cable has been installed.

6.1 SD card corrupt after gate startup

Behaviour:

Software configuration and hardware configuration is correct, but the gate never opens for anyone after turning the gate on again after the additional hardware installation. If the SD cars id corrupt on a secondary gate, the primary gate may open for customers but not the secondary. If the SD card is corrupt on the primary gate, primary gate and all secondary gates will not open for customers.

When the gate is powering up the scanmaster will alarm for a few seconds if it cannot detect an SD card.

Potential root causes:

- After powering off the gate and powering on again the SD card with the gate software and configuration could get corrupted.
- Pressing the remote button on the scan master to frequently could also lead to SD card getting corrupt.

Troubleshooting:

- First, ask Coles command center to check remotely if they can see the SD card logs on that gate to know if its operational.
- You can also check if you can see the following 3 led lights on the scanmaster board inside the gate:



You should see 3 led lights on the scanmaster when it have started up properly.

- LED 10 red light: This means scanner error, since there is no scanner connected this led is expected to light red constantly.
- LED 5 yellow: This means the scanmaster is communicating with the store tracker. This is expected to light yellow constantly.
- LED 1 green: This is an alive indication of the software. When the software is booted and works on the SD card, this LED is expected to flash green constantly.

If any of the LED lights mentioned above isn't lit or if any other lights are lit there might be issues with the SD card.

If the command centre says they cannot see logs on the SD card or if you spot any other LEDs lit on the scanmaster you most likely have to program a new SD-card. See how to program a new SD card in next chapter.

6.1.1 Program new SD card

This chapter will guide you how to program a new SD card for the gate.

1. To be able to program a new SD card your computer needs an SD card slot, or you need an external SD card reader to access it.



2. Insert the SD card into the SD card reader or computer SD card slot.





3. Return to your computers file explorer.

Click on this icon in the navigation bar	Click on	this ico	n in the	navigation	bar.
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Armstrong						
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4. You are now in your computers file explorer. Look for a new storage device in the list. If you used an SD card reader, it will be labelled as "USB Drive." If you plugged the SD card directly into the computer, it will be labelled as "SD card".

- \Box \times × + A Home \leftarrow \rightarrow \checkmark \uparrow \uparrow Home ✓ C Search Home م ~ Quick access Downloads Stored locally 📒 Desktop * Desktop OneDrive - ITAB Shop Co... Stored locally * 🛓 Downloads Documents * How to change network s... Pictures **fusic** tored locally d locally ents\Film * 🔀 Pictures * Music 5. MANUALS comissioning temp Jonathan Gunna...\Desktop ocally nathan Gun...\RADFORD How to change network settings on a Store tracker 🔀 Videos Microsoft Teams Chat Files OneDrive - ITAB Shop Co... * Good presentation docu.. MAPS. 1 .\Checklistor Manualer B. 늘 comissioning temp 늘 Microsoft Teams Chat Files \sim Favourites Good presentation documents After you've favorited some files, we'll show them here. 5. MANUALS ~ Recent 🛆 🚂 Requirements Warranty Claim ISP 2023-09-21 11:25 SharePoint - ITAB Shop Concept AB > 📥 OneDrive - ITAB Shop Concept AB 🛆 🐢 mall flöde simpel 2023-09-21 11:23 SharePoint - ITAB Shop Concept AB 🔲 This PC 🛆 🚂 Warranty declaration 2023-09-21 11:23 SharePoint - ITAB Shop Concept AB > 👑 Windows (C:) Step By Step Programming Manual Sesame1 - Coles 2023-09-21 11:21 Jonathan Gunnarsso...\5. MANUALS > 🕳 USB Drive (F:) o 🔊 Jonathan @ ITAB Shop Concept AB.onetoc2 2023-09-21 09:23 Jonathan Gunnarsson's OneDrive 👳 109common (\\isc.local\common) (G:) > 🗪 81 items
- 5. Click on the new SD card or USB drive icon in the list of your file explorer.

6. The content of the SD card should contain these 4 folders as standard:

Name	✓ Status	Date modified	Туре	Size
📒 bin		2023-11-20 11:42	File folder	
늘 cfg		2023-11-20 11:42	File folder	
📒 db		2023-11-20 11:42	File folder	
🚞 log		2016-10-31 20:11	File folder	

7. To now program the SD card with the given network details you will have to go into cfg folder.

tent				~	C Search New	SD-card content
re trackei 🖈	Name	^	Date modified		Туре	Size
*	📒 bin		2023-09-21 11:44		File folder	
*	📒 cfg		2023-09-21 11:44		File folder	
*	📃 db		2023-09-21 11:44		File folder	
*	📒 log		2023-09-21 11:44		File folder	

Double-click on the cfg folder

8. Then go into the gm2 config file where the network details are located:

Double-click on the gm2 file to open it

D-card cont	ent > cfg			~ C	Search cfg
js on ≀≯	Name	^	Date modified	Туре	Size
*	<u> g</u> m2		2020-11-30 14:52	CFG File	3 KB
*	💭 gui		2017-01-13 12:51	CFG File	6 KB
*	scanner		2019-03-21 17:33	CFG File	1 KB
*	🦳 srvKeys		2020-11-26 17:04	CFG File	1 KB

9. The file will look like this and the marked section on the image is the network details section.

```
gm2
                                      ^+
File
      Edit
             View
[UNIT]
GATE ID=GATE1
[CONFIGURATION_INFO]
NAME=COOP
VERSION=1.0.0
[TCPIP]
IP ADDRESS=192.168.1.100
NET MASK=255.255.255.0
PRIMARY_DNS=
SECONDARY DNS=
GATEWAY=192.168.1.1
SERVICE_IP_ADDRESS=192.168.20.200
SERVICE_NET_MASK=255.255.255.0
SERVICE PRIMARY DNS=192.168.20.70
SERVICE_SECONDARY_DNS=
[POS INTERFACE]
NBR_OF_PORTS=2
STRIP_LEADING_ZEROES=0
CURRENT_PORT=1
POS_IF_1_PORT_NBR=25803
POS_IF_1_IS_GM_NETWORK_CONNECTION=0
POS_IF_1_REPLY_ON_VERIFIED_KEY=0
POS_IF_1_REPLY_ON_VERIFIED_KEY_STRING=%s Scanned matching confirmation code: %s
POS IF 1 REPLY ON ADDED TEMPORARY KEY=0
POS_IF_1_REPLY_ON_ADDED_TEMPORARY_KEY_STRING=%s Confirmation code added: %s
POS_IF_2_PORT_NBR=25900
POS_IF_2_IS_GM_NETWORK_CONNECTION=1
POS_IF_2_REPLY_ON_VERIFIED_KEY=0
POS_IF_2_REPLY_ON_ADDED_TEMPORARY_KEY=0
[LOG]
LOG_LEVEL=DEBUG
PORT NBR=65001
NBR OF FILES=10
MAX_TOTAL_LOGFILE_SPACE_KBYTE=100000
MAX_SINGLE_LOGFILE_SPACE_KBYTE=10000
```

10. Update the network details in the "gm2" file to match the information given to you by Coles.

The following network details is the same in all Coles stores:

- Netmask (NET_MASK): 255.255.255.0
- Primary DNS (PRIMARY_DNS): 172.22.44.44
- Secondary DNS (SECONDARY_DNS): 172.25.44.44

You only need to get IP_ADRESS and GATEWAY from Coles.

11. After the network details are correct, check if the GATE_ID id correct. Change is requested by Coles.



12. Last thing to check is if there is multiple gates in this zone. If it is, you will have to add node details in this configuration as well.

All node configuration needs to be in the configuration of all gates working in the same zone. If you got 4 gates in the zone, change NBR_OF_NODS=4 for example. The image shows where to change this number:



13. When this has been done, you will have to add the IP address of the primary gate as first node and IP of the secondary as second node etc.

Here is an example of 4 gates working in a node network.

NOTE! All IP addresses to all gates in the same zone needs to be included. If you got 2 gates, reduce NBR_OF_NODES=2 and keep NODE_1_IP_ADDRESS= and NODE_2_IP_ADDRESS=.

```
[GM_NETWORK]

PORT_NBR=25900

NODE_CONNECT_TIMEOUT_MS=3000

NODE_REPLY_TIMEOUT_MS=1000

NBR_OF_RESENDS=5

NBR_OF_NODES=4

NODE_1_IP_ADDRESS=192.168.1.100

NODE_2_IP_ADDRESS=192.168.1.102

NODE_3_IP_ADDRESS=192.168.1.103
```

[RG_LED] OK ON TIME MS=1000 14. Carefully review all the IP details, Gate id and node configuration and ensure they match the information given by Coles. If everything is correct, press "Ctrl + S" on your keyboard to save the changes you made to the file.



15. Exit the gm2 file by closing the window.



16. Eject the SD card from your computer and put it back in the scanmaster board. Make sure the scanmaster has no power before removing the old one and put the new SDcard in. After that you can power up the gate again.

See where SD card is located on the scanmaster:



17. Do the same check by checking LED after starting up the scanmaster with the new SD card and ask Coles to check if the logs looks ok remotely.

6.2 Gate arms closing intermittently

Behaviour:

- The gates close intermittently staying open for different periods after someone exited through it.
- The gates are trying to close but is only closing halfway to then open and alarm.
- It looks like the gates are having trouble to open like it is something pushing them back.

Potential root causes:

• When seeing the above behaviour, the entrapment on one gate side or both gate side might be damaged.

Troubleshooting:

- 1. To check if the entrapment board is faulty you need to open up the gate to find the entrapment board.
- 2. The entrapment board looks like this:



3. To bypass the entrapment board, disconnect the cable coming from the entrapment board going to the gate PCB (connection 1) and the cable coming from the motor (connection 2).



4. No put the cable coming from the motor where the cable from the entrapment board to the gate PCB was connected before.



 Try the function after and see if the issue remains. If the issue gets resolved, please reach out to Coles to arrange replacement.

NOTE! Please remember to put the cables as they were before after testing.

7. Store manager declaration

This page must be signed by the store and sent to Radford Retail Solutions. Thank you.

I confirm I have reviewed the operation of all equipment, and it is working correctly.

NAME:

POSITION AT COLES:

SIGNATURE:

STORE STAMP: