

INTEGRITI KONE 1000 ELEVATOR INTERFACE

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OVERVIEW

This Integriti Communications Handler used for the KONE Access 1000 integration provides a secure connection to KONE that allows us to manage Users, receive events and determine how the Lifts operate throughout the day.

The KONE Access 1000 Elevator Integration has three major components:

- User Permissions and Permission Groups.
- User synchronization.
- Review Logging and reporting.

These components utilize the KONE API and MQTT to interact with the KONE system:

- KONE Access 1000 API, a RESTful web interface
- MQTT, a protocol used for obtaining events from KONE

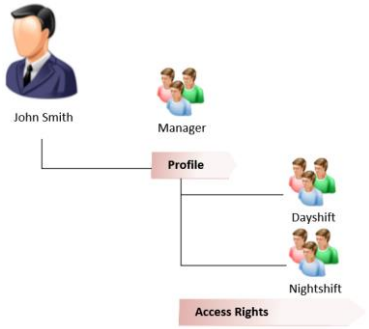
This integration has been developed and tested against **KONE AK-API version 1.1.5**

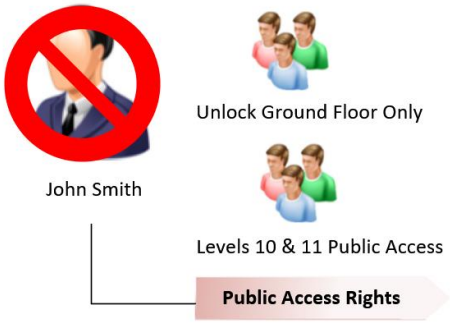
User Permissions and Permission Groups

KONE Permissions are made up of three different permission types

- KONE Profiles
- KONE Access Rights
- KONE Public Access Rights

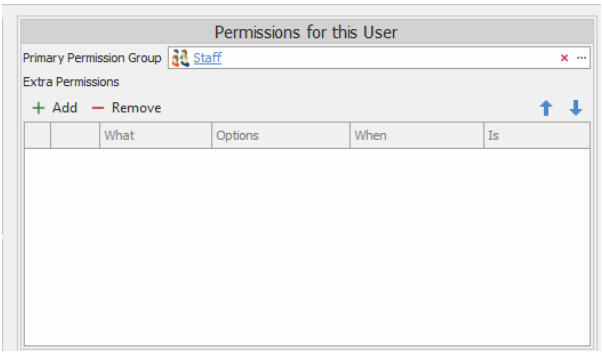
KONE Permissions are very different from our permission structure.

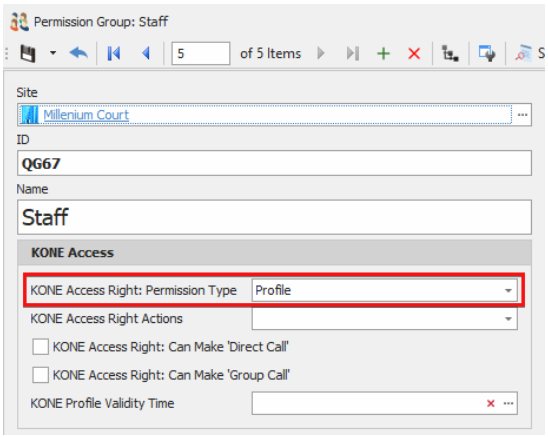




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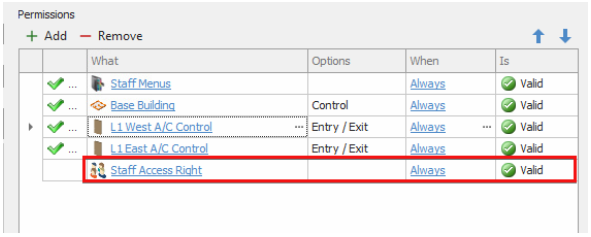
Building Profiles and Access Rights:
Users are assigned Permission Groups that are marked as KONE Profiles.

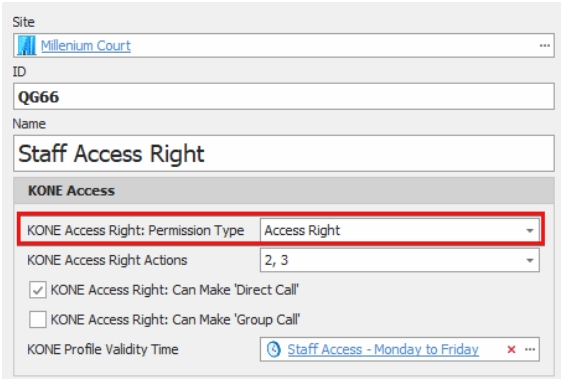




Nested within a KONE Profile will be one or many KONE Access Rights

The Permission marked as an Access Right is what determines what KONE permissions our users will have.



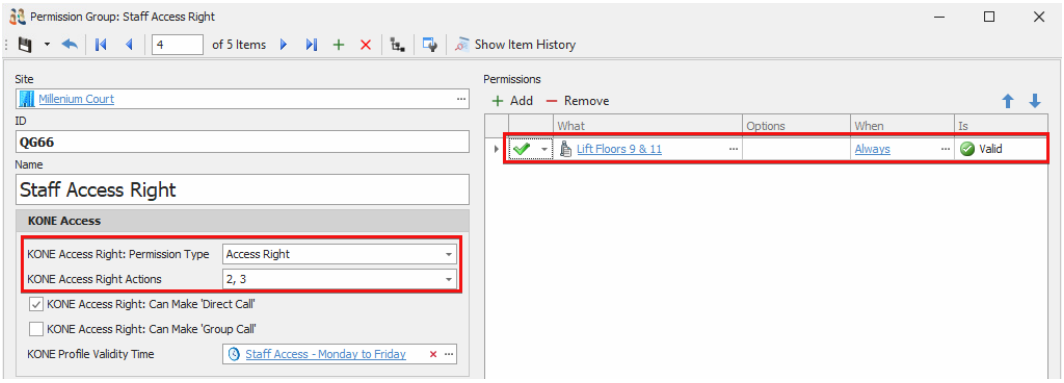


When programming KONE Profiles permissions you can update any existing permission groups that are assigned to users and select the **Profile** option from the *KONE Access Right: Permission Type* dropdown.

When programming KONE Access Right permissions, at a bare minimum, we recommend that users program the following:

- Select the **Access Right** option from the *KONE Access Right: Permission Type* dropdown
- Select **Normal destination call (2)** from the *KONE Access Right Actions* dropdown
- Program and assign a **Floor list** that contains one or many Floor permissions.

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Building Public Access Rights:
Users must not be assigned Permission Groups that are marked as Public Access Right.

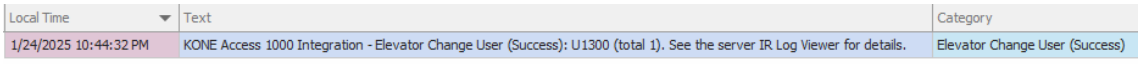
When programming KONE Public Access Right permissions, at a bare minimum, we recommend that users program the following:

- Select the **Public Access Right** option from the *KONE Access Right: Permission Type* dropdown
- Select **Normal destination call (2)** from the *KONE Access Right Actions* dropdown
- Program and assign a Floor list that contains one or many Floor permissions.

User Synchronization

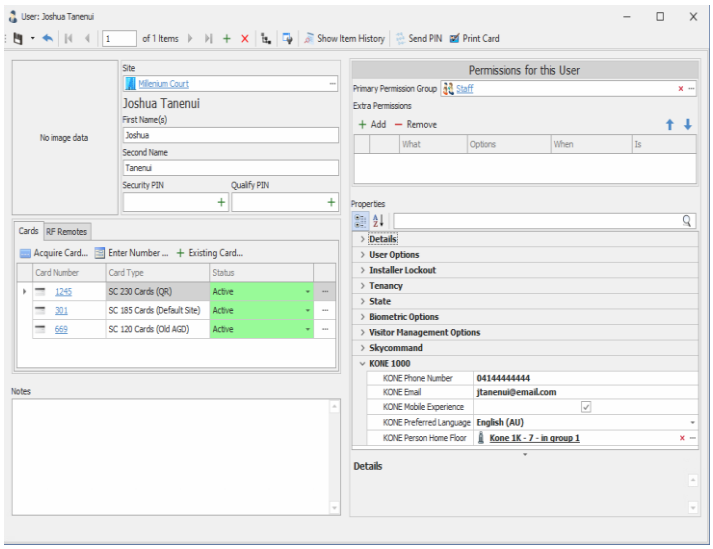
KONE Elevator Integration supports one-way user synchronization from Inner Range Integriti software to the KONE Access 1000 API.

At a minimum, whenever a user is assigned a permission that is marked as a KONE Profile, we synchronize that user over to KONE.



A user can be assigned one or many credentials using different KONE Media Types, Site Codes and Card Formats.

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The supported types of card data are:

- Site Code + Card Number cards
- CSN cards
- Other format of cards (may require extra Custom Enhancement)

*Existing Integriti Users can be synchronised after the creation of the Comms Handler; however, our recommendation is to create users **after** the communication handler has been configured and communications with the KONE Elevator Integration has been established.*

*User records should **not** be created directly in the KONE lift system.*

Review Logging

KONE Elevator Integration will log events from KONE system into Integriti
if enabled, the integration uses MQTT to process Access Events that are generated by the KONE system.

Time Synchronization

The generated reviews will have the timestamp of the messages that are sent from the KONE system. It is highly recommended to configure both the KONE server and the Integriti server to the same NTP server for time synchronization.

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Missed Event Messages
If Integriti loses connection to KONE, once its regained, it will fetch missed events that attempt to cover the gap of events that occurred during the disconnected period. Keep in mind however that Integriti can only fetch a maximum of **1 day's** worth of missed events even if the disconnection period was longer than that. Once these missed events are fetched, the integration will log them as review and recontinue with fetching live events using MQTT.

Entity Synchronization

The Entity synchronization module of KONE Elevator API sends Integriti entities to the KONE system via KONE's Access 1000 API (AK API). These include Users, Permission Groups, Time Periods, Holidays and Lift Floor Lists.

How it works:

1. Integriti monitors changes to the entities that can be synchronized to KONE Access 1000, collecting changes as they occur.
2. Each change is checked if the Entity meets the sync criteria (shown below), if it meets the criteria, it will be queued to sync by the Integration
3. The Integration then sends the changes in the queue to KONE Access 1000.

The sync criteria for each Entity is listed below:

- User: Must have permission to a KONE Lift Car, Lift Floor or a Lift Car/Floor List that contains a Lift Car/Floor via a Permission Group
- Permission Group: Must have permission to a KONE Lift Car, Lift Floor or a Lift Car/Floor List that contains a Lift Car/Floor
- Time Period: Has been used by a Permission Group as a 'Profile Validity Time'
- Holidays: Has been used by a Time Period sync'd to KONE Access 1000
- Lift Floor List: Must contain a KONE Lift Floor

The following User Information is sent to the KONE system

- The user's full name
- The user's Expiry Date
- The user's Security PIN (Optional)
- The user's permissions that are Permission Groups (**Note**: direct permission to any KONE objects will not be synchronised)
- All active credentials of the user containing the Card Template with a preconfigured KONE custom field Media Type

Custom field values of preconfigured KONE Person Email, Number, Home Floor

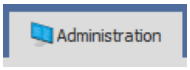
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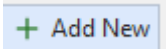
SETUP

Communications Handler Setup

The communications handler is the essential part of the KONE Elevator Integration. It should be created before users are added to the system.

1. Open the 

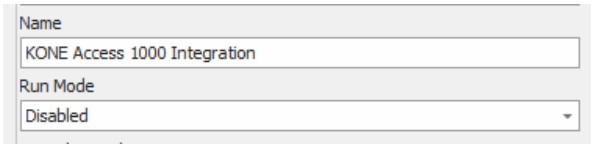
panel from the 

tab of Integriti.
2. Click the 

button to create a new communications handler.
3. Choose a “Handler Type” of KONE 1000 Elevator Integration.

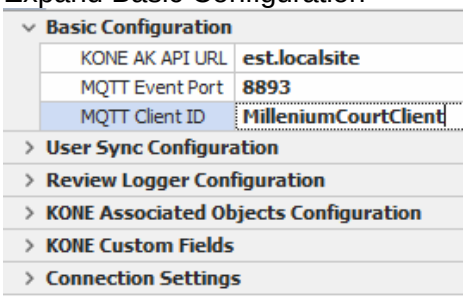


4. When setting up for the first time, Give the KONE 1000 Elevator Integration a name and set the Run Mode of the Communications Handler is set to ‘Disabled’.

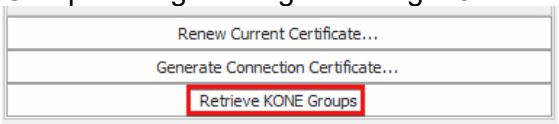


5. **Connection Setup**

5.1. Expand Basic Configuration



5.2. Enter the host URL or IP Address of the KONE AK API interface provided by KONE.
5.3. Enter the MQTT Event Port & Client ID provided by KONE.
5.4. Use the Activation Code information provided by KONE to establish a connection. More information on this process can be found in the ‘Certificates’ section found on **page 13**.
5.5. Once we have successfully established a connection with KONE, click ‘Retrieve KONE Groups’ and go through creating a 3rd Party KONE Controller.

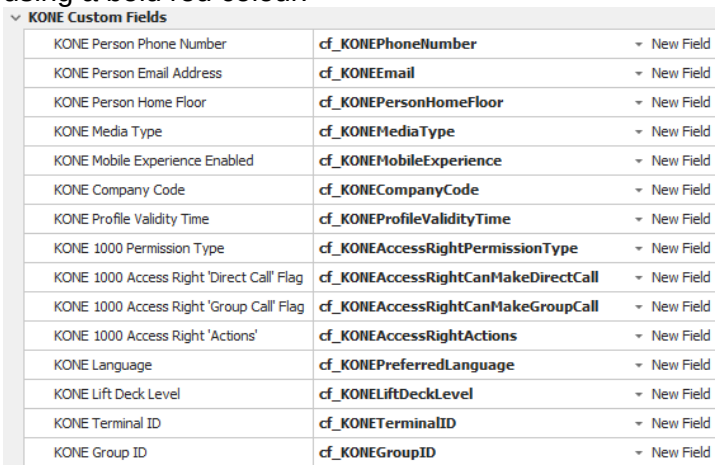


For more information on this, please refer to our ‘Controllers’ section found on **page 18**.

6. All required KONE 1000 Custom Fields must be configured correctly for KONE 1000 Elevator Integration. To identify which custom fields are required, they will be outlined below in later steps

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using a bold red colour.

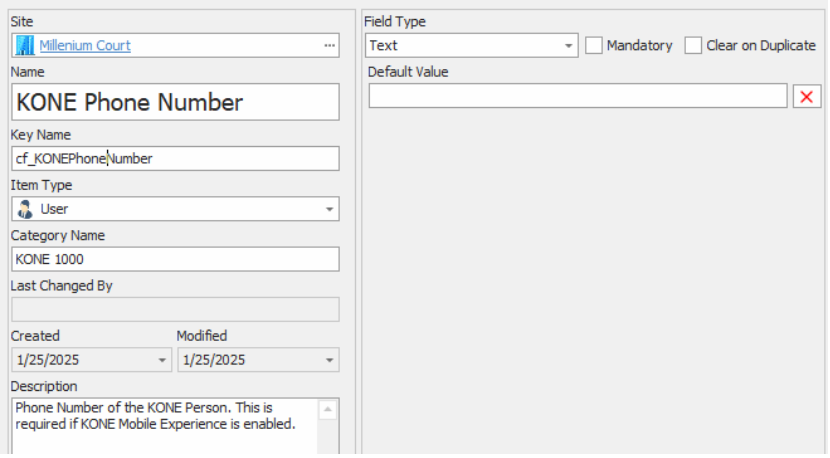


KONE Custom Fields		
KONE Person Phone Number	**cf_KONEPhoneNumber**	New Field
KONE Person Email Address	**cf_KONEEmail**	New Field
KONE Person Home Floor	**cf_KONEPersonHomeFloor**	New Field
KONE Media Type	**cf_KONEMediaType**	New Field
KONE Mobile Experience Enabled	**cf_KONEMobileExperience**	New Field
KONE Company Code	**cf_KONECompanyCode**	New Field
KONE Profile Validity Time	**cf_KONEProfileValidityTime**	New Field
KONE 1000 Permission Type	**cf_KONEAccessRightPermissionType**	New Field
KONE 1000 Access Right 'Direct Call' Flag	**cf_KONEAccessRightCanMakeDirectCall**	New Field
KONE 1000 Access Right 'Group Call' Flag	**cf_KONEAccessRightCanMakeGroupCall**	New Field
KONE 1000 Access Right 'Actions'	**cf_KONEAccessRightActions**	New Field
KONE Language	**cf_KONEPreferredLanguage**	New Field
KONE Lift Deck Level	**cf_KONELiftDeckLevel**	New Field
KONE Terminal ID	**cf_KONETerminalID**	New Field
KONE Group ID	**cf_KONEGroupID**	New Field

6.1. Expand out KONE Custom Fields

When creating these custom fields for the first time, you will need to click on the New Field button next to the drop down box

Doing so will bring up a window showing the relevant custom field editor



Many of the properties within the Custom Field including the Name, Item Type, Field Type, Notes and Category Name will be automatically populated by our integration. Left clicking in the Key Name property will also result in this field being automatically populated when creating these custom fields for the first time.

The only Custom Fields that are not completely automated are those that use the Entity Linking mechanism. For this integration there are two Custom Fields that use this type.

These include KONE Profile Validity Time and KONE Person Home Floor.

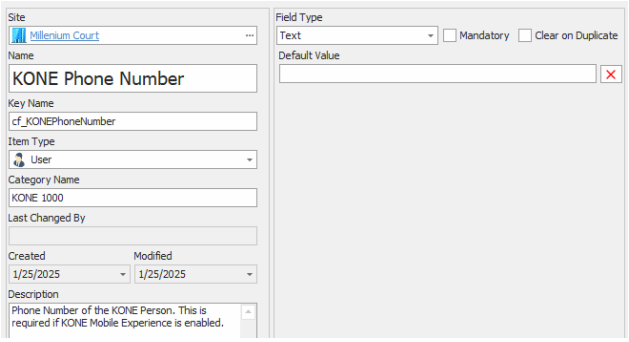
Once you are satisfied with each Custom Field, click Save and close the editor window.

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6.2. KONE Person Phone Number – Integriti uses this info to update KONE user

6.2.1. This should have an item type of "User" and a field type of "text".

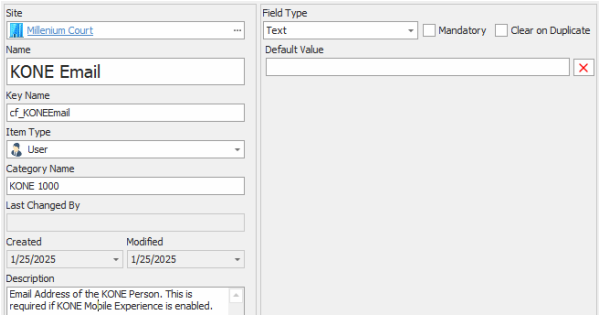
6.2.2. The value is the person phone number to update/create the person with.



6.3. KONE Person Email Address – Integriti uses this info to update KONE user

6.3.1. This should have an item type of "User" and a field type of "text".

6.3.2. The value is the person email address to update/create the person with.



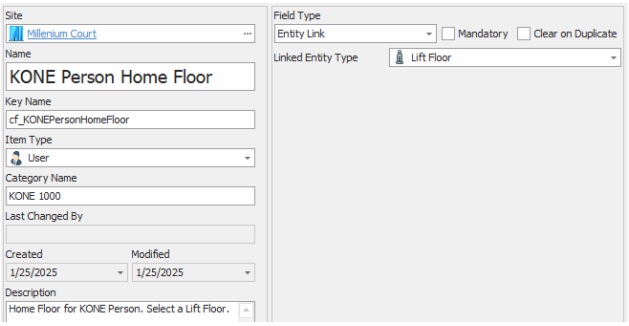
6.4. KONE Person Home Floor – Integriti uses this info to update KONE user

6.4.1. Item Type – This should be set to "User"

6.4.2. Field Type – This should be set to "Entity Link"

6.4.3. Linked Entity Type – Select "Lift Floor" from the dropdown menu

6.4.4. The value should hold the lift floor corresponding to the person home floor in the KONE system

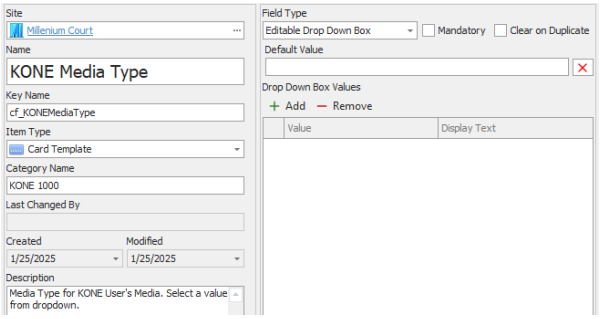


6.5. **KONE Media Type (Required)** – Integriti uses this info to ensure all credentials using a card template holding the specified custom field, will be of selected Media Type in the KONE system.

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6.5.1. This should have an item type of “Card Template” and a field type of “Editable Drop Down Box”.

6.5.2. The value should match the intended Media Type in the KONE system.

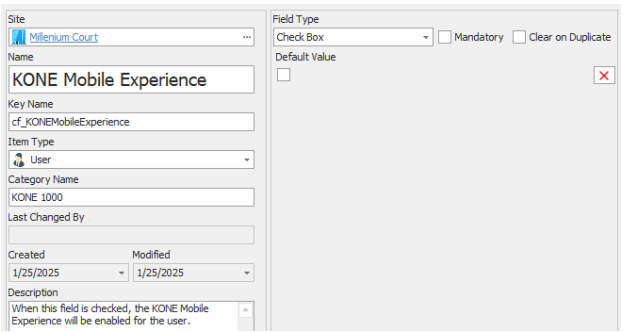


6.6. KONE Mobile Experience Enabled – this specifies to Integriti if the KONE Mobile Experience should be enabled for the KONE user.

6.6.1. This should have an item type of “User” and a field type of “Check Box”.

6.6.2. A user with this field checked will require Custom Fields “KONE Person Phone Number” and “KONE Person Email Address” filled out with values.

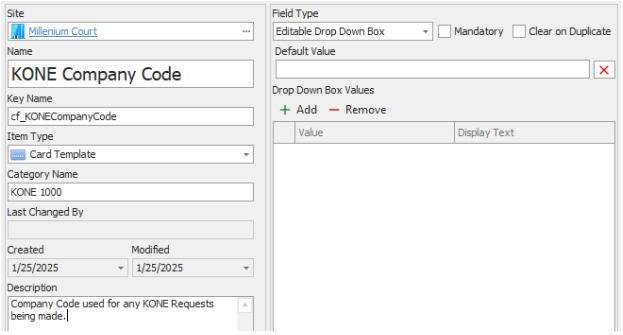
6.6.3. A user with this field checked will have the KONE Mobile Experience enabled for the user.



6.7. **KONE Company Code (Required) –** this specifies to Integriti what Kone Company Code to use with all requests sent to the KONE API.

6.7.1. This should have an item type of “User” and a field type of “Editable Drop Down Box”.

6.7.2. The value should match the intended Company Code in the KONE system.



6.8. KONE Profile Validity Time – Integriti uses this info to assign a validity time for a KONE Profile created for the user in the KONE system.

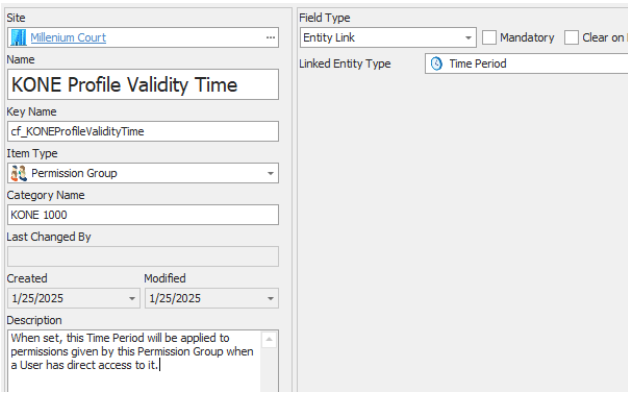
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6.8.1. Item Type – This should be set to “Permission Group”.

6.8.2. Field Type – This should be set to “Entity Link”.

6.8.3. Linked Entity Type – Select “Time Period” from the dropdown menu.

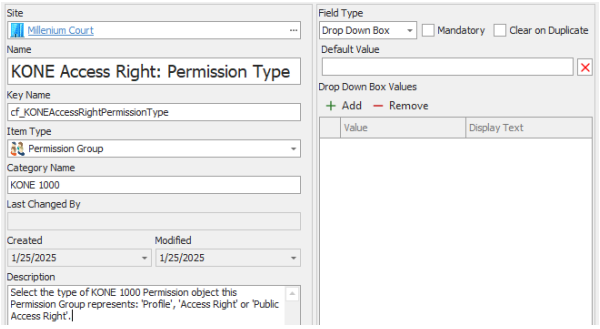
6.8.4. This value should hold the Time Period corresponding to the intended person’s validity time to permissions given by a Permission Group in which a user has access to in Integriti.



6.9. KONE 1000 Permission Type – This custom field defines whether a Permission Group is a ‘Profile’, ‘Access Right’, or ‘Public Access Right’.

6.9.1. Item Type – This should be set to “Permission Group”.

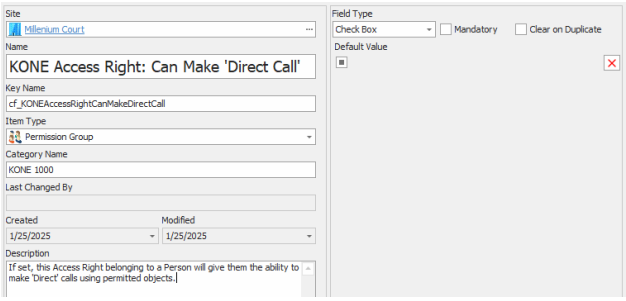
6.9.2. Field Type – This should be set to “Drop Down Box”.



6.10. KONE 1000 Access Right ‘Direct Call’ Flag – Integriti uses this info to mark any Permission Groups synced to KONE as being able to make ‘Direct’ Calls in KONE 1000.

6.10.1. This should have an item type of “Permission Group” and a field type of “Check Box”.

6.10.2. A Permission Group with this field checked will ensure that the associated Access Right is configured to be able to make ‘Direct’ calls using permitted objects.

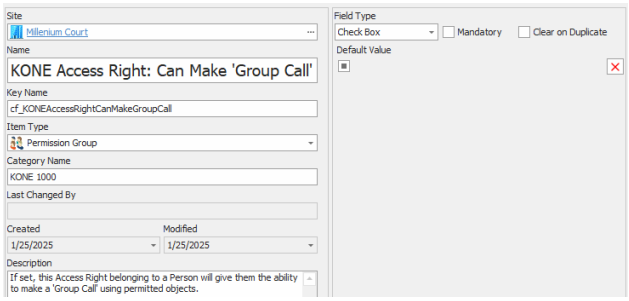


6.11. KONE 1000 Access Right ‘Group Call’ Flag – Integriti uses this info mark any Permission Groups synced to KONE as being able to make ‘Group’ Calls in KONE 1000.

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6.11.1. This should have an item type of “Permission Group” and a field type of “Check Box”.

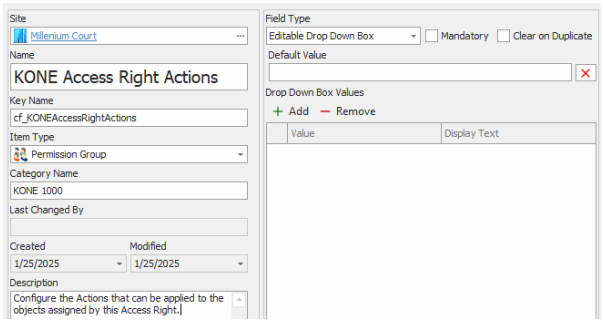
6.11.2. A Permission Group with this field checked will ensure that the associated Access Right is configured to be able to make ‘Group’ calls using permitted objects.



6.12. KONE 1000 Access Right ‘Actions’ – Integriti uses this info to set the Actions that can be used on permitted objects in the Permission Group.

6.12.1. This should have an item type of “Permission Group” and a field type of “Drop Down Box”.

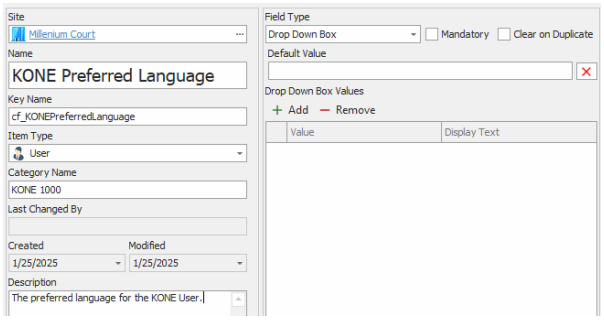
6.12.2. The value should match the intended Action in the KONE system.



6.13. KONE Language – Determines the primary Language for a User synchronised to KONE.

6.13.1. Item Type – This should be set to “User”.

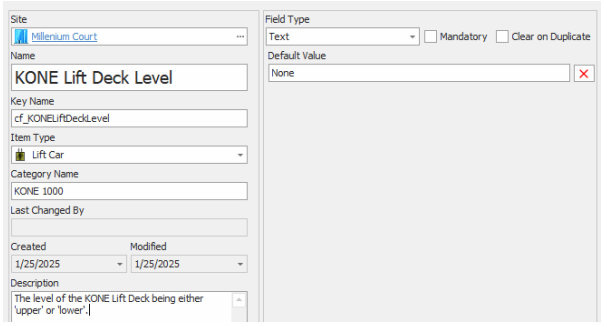
6.13.2. Field Type – This should be set to “Drop Down Box”.



6.14. **KONE Lift Deck Level (Required)** – Indicates whether a Lift Car in Integriti represents an ‘Upper’ or ‘Lower’ Lift Deck in KONE.

6.14.1. Item Type – This should be set to “Lift Car”.

6.14.2. Field Type – This should be set to “Text”

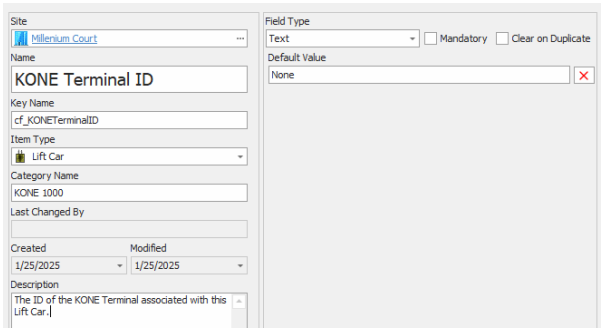


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6.15. KONE Terminal ID (Required) – Indicates the 'Terminal' in KONE that is associated with the Lift Car in Integriti.

6.15.1. Item Type – This should be set to "Lift Car".

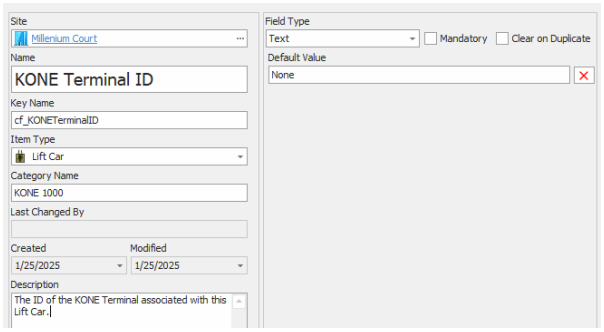
6.15.2. Field Type – This should be set to "Text".



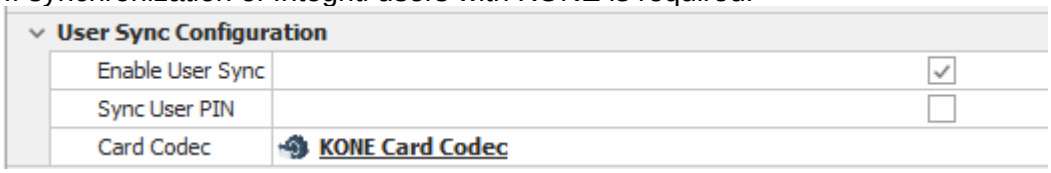
6.16. KONE Group ID (Required) – Indicates the 'Group' in KONE that is associated with the Lift Car in Integriti.

6.16.1. Item Type – This should be set to "Lift Car".

6.16.2. Field Type – This should be set to "Text".



7. If synchronization of Integriti users with KONE is required:



7.1. Expand out User Sync Configuration

7.2. Check the Enabled option

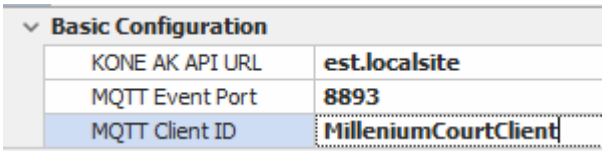
7.3. Sync User PIN can be checked if you want the User's PIN to also be synced with its other details. Keep in mind that if this is checked, the Integriti user will require a Security PIN in its configuration.

7.4. The Card Codec is what Inner Range use to send Cards to KONE.
This Card Codec should only be configured by Inner Range. Please contact lift.support@innerrange.com for further assistance with this item.

8. If KONE live reporting is required:

The review feedback we receive from KONE works in combination with the MQTT details outlined in the Basic Configuration.

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and the Enable Review Logger option shown below



Before enabling this option, please check with the KONE technician onsite and verify the correct Client ID/Name exists on their side beforehand.

To enable our Review Logger, please do the following

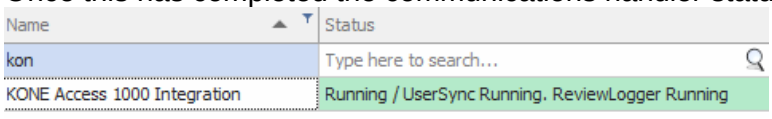
8.1. Expand out Review Logger Configuration
8.2. Check the Enabled option

9. Change the Run Mode to Automatically Run on Any Single Server.
10. Save changes and close the KONE 1000 Elevator Integration Communications Handler.

Immediately after saving changes, review feedback will show a number of different things being actioned that are directly linked to us retrieving KONE's configuration and then auto populating our system.

Local Time	Text	Category
1/26/2025 2:11:36 PM	KONE Access 1000 Integration - Running / UserSync Running. ReviewLogger Running	Communication Handler Running
1/26/2025 2:11:36 PM	KONE Access 1000 Integration - KONE 1000 Entity Sync started.	Elevator User Sync
1/26/2025 2:11:36 PM	KONE Access 1000 Integration - Setup: Successfully populated lift cars	Elevator User Sync
1/26/2025 2:11:36 PM	KONE Access 1000 Integration - Setup: Finished populating custom field data	Elevator User Sync
1/26/2025 2:11:29 PM	KONE Access 1000 Integration - Setup: Successfully populated lift floors	Elevator User Sync
1/26/2025 2:11:29 PM	KONE Access 1000 Integration - Setup: Successfully populated content of Custom Field KONE Preferred Language	Elevator User Sync
1/26/2025 2:11:29 PM	KONE Access 1000 Integration - Setup: Successfully populated content of Custom Field KONE Company Code	Elevator User Sync
1/26/2025 2:11:29 PM	KONE Access 1000 Integration - Setup: Successfully populated content of Custom Field KONE Media Type	Elevator User Sync
1/26/2025 2:11:29 PM	KONE Access 1000 Integration - Setup: Successfully populated content of Custom Field KONE Access Right: Permission Type	Elevator User Sync
1/26/2025 2:11:29 PM	KONE Access 1000 Integration - Setup: Populating custom field data...	Elevator User Sync
1/26/2025 2:11:29 PM	KONE Access 1000 Integration - KONE Review Logger started.	Elevator Logger

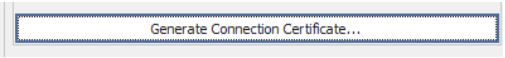
Once this has completed the communications handler status will show the following



From this point, you are good to go ahead with constructing your Permissions.

Certificates

To connect to the KONE system, your access code provided by KONE will need to be inputted along with other information. This will allow a KONE 1000 Certificate to be generated ensuring your connection to the KONE system.

1. First ensure that the Communications Handler has its Run Mode set to Disabled.
2. Click on the 

button

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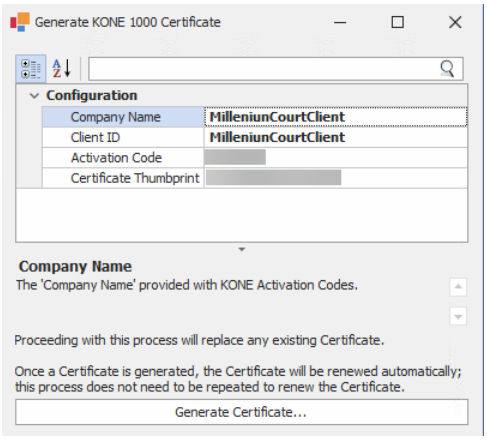
3. Enter values as seen in the certificate configuration for the following fields:

   a. **Company Name:** This field should contain the company name provided in the KONE Access Codes

   b. **Client ID:** This field should contain the Client ID that identifies the installing client provided in the KONE Access Codes

   c. **Access Code:** This field should contain the six character access code provided by KONE (**Note: Access codes are only valid for 24 hours**).

   d. **Certificate Thumbprint:** This field should contain the expected thumbprint of the Certificate being received from KONE provided in the KONE Access Codes.



4. Once all fields have values, Click on the Generate Cerficate button and if successful, a message in our logs should output that shows something that resembles the following:

   KONE 1000 cert details: Expiry Date: '4/25/2025 4:08:10 PM' | Client ID: 'CN=MilleniunCourtClient, O=DBSYNC' | Thumbprint: '026E6A5F784AB8F7D6B703A6C7E1D22B27A8F19E'

Certificate Renewal

KONE 1000 Certificates generated for use with the system expire two months after they are created. Certificates are renewed in two ways:

1. On start up, if the certificate will expire in two weeks or less, the Communication Handler will automatically renew the certificate.

2. Clicking the ‘Renew Current Certificate’ to manually initiate certificate renewal.

Neither of these options require additional Activation Codes and will generate the same timestamp, Client ID and Thumbprint when successful.

Controllers

To ensure the Entity Sync starts, Controllers will need to be assigned to KONE Objects **Groups** and **Access Blocks.** Doing so will create relationships between the Controllers responsible for any entities imported and synced using the KONE Objects such as Groups for Lift Cars and Access Blocks for Lift Floors.
These 3rd Party Controllers can hold many more items in comparison to traditional Security Controllers.
(Note: A valid Certificate needs to be generated and active beforehand)

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To fetch the KONE Associated Objects and assign Controllers to them:

1. Click on the Retrieve KONE Groups button.
2. Expand the “KONE Associated Objects Configuration” section in the settings.

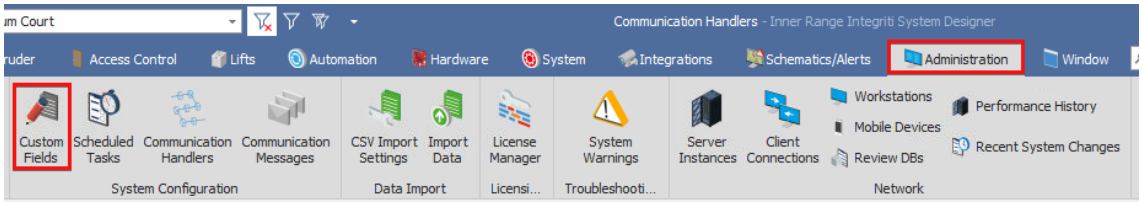
*For each item in both lists, Controllers on KONE Groups and KONE Access Blocks **must** be assign the **same 3rd Party Controller** as shown in the image below.*

KONE Associated Objects Configuration	
Controllers on KONE Groups	2 Items
[0]	Group 1 Relationship
Controller	KONE ACCESS 1000
Group ID	1
[1]	Group 2 Relationship
Controller	KONE ACCESS 1000
Group ID	2
Controllers on KONE Access Blocks	1 Items
[0]	Access Block 1 Relationship
Controller	KONE ACCESS 1000
Access Block	1

3. Once all items have Controllers set, save and close the Communication Handler.

Custom Fields

Integriti software use custom fields to accommodate associations between KONE and Integriti software. In the Communication Handler Setup section, relevant custom fields are created. You may review and/or edit these custom fields in by clicking **Administration > Custom Fields**



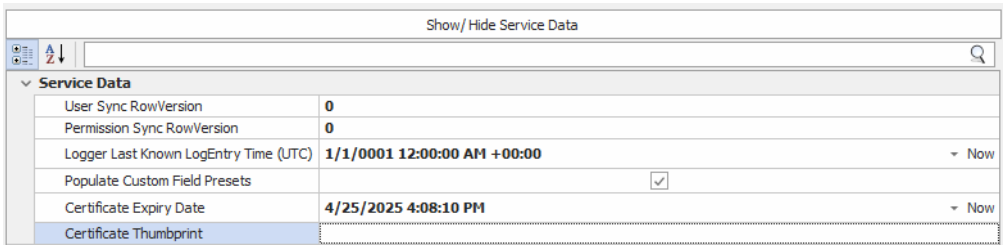
Populating Pre-sets of Custom Fields

Up on the first run of the User Synchronization module, it will try to populate the presets of these custom fields for you.

Whenever the relevant configuration in KONE system is changed, custom fields in Integriti software will also require updates accordingly.

You may either edit the custom fields manually, or let the User Sync module to populate the presets for you, by the following steps

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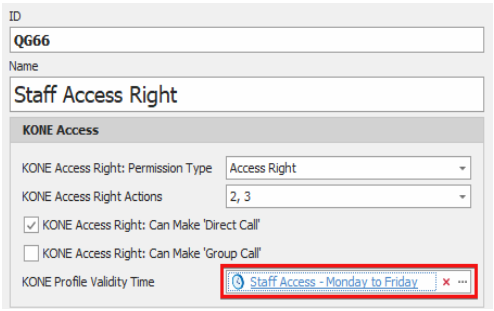


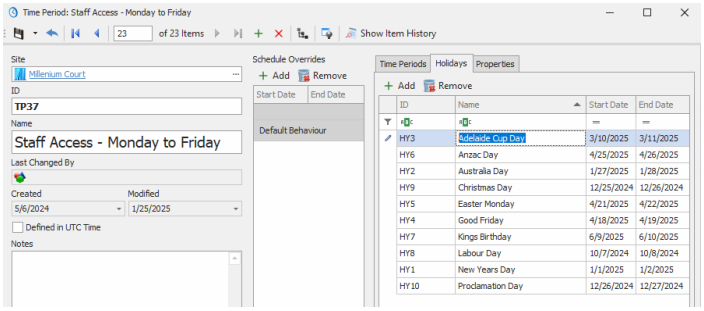
1. Open the KONE communication handler settings
2. Change **Run Mode** to **Disabled**
3. Save the Communication Handler
4. Expand the Service Data by clicking on “Show / Hide Service Data”
5. Tick “Populate Custom Fields” option
6. Change **Run Mode** back to **Automatic**
7. Save & close the window

Holiday Programming

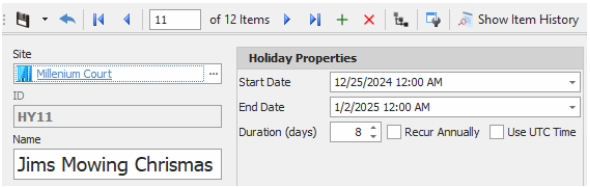
Holiday programming logic in Integriti does not directly translate over to KONE.

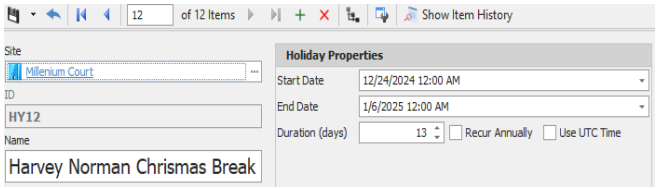
Holidays or Special Days are synchronized over to KONE if they are added to a Time Period that is mapped to the ‘KONE Profile Validity Time’ property found in Permission Groups that have been configured as ‘KONE Access Rights’ or ‘KONE Public Access Right’ permissions.





Holiday’s start getting problematic when you have many different holidays where their days overlap each other.



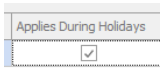


In instances such as overlapping days, we recommend you create a single holiday which covers the

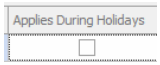
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overlapping period. Any additional days outside of this period need to be created as separate Holiday's and mapped to their relevant Time Periods.

If a Time Period is mapped to an Access Right or Public Access Right and a Holiday has been synchronized, that Holiday now exists in KONE.

If a Holiday is mapped a Time Period that has synchronised to KONE and the 

option is ticked. The Holiday is added to the Time Periods valid days.
This means that when this Holiday evaluates to true, this Time Period and its permissions will evaluate to true during the Holiday.

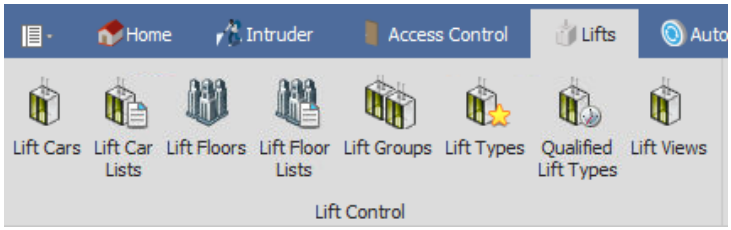
If a Holiday is mapped a Time Period that has synchronised to KONE and the 

option is NOT ticked. The Holiday is not added to the Time Periods valid days.
This means that when this Holiday evaluates to true, this Time Period and its permissions will evaluate to false during the Holiday.

This same Holiday existing in KONE will also affect all other Time Periods that exist and do not have the Applied During Holidays option flagged.

Configuring Lift Cars and Lift Floors

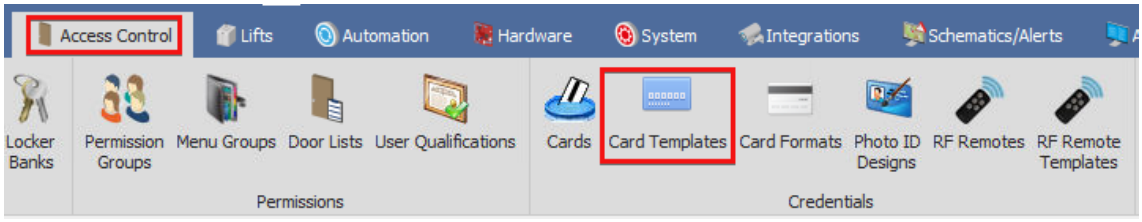
Lift Cars and Lift Floors are automatically loaded from KONE and created after successfully configuring and saving the KONE lift communication handler. The lists of these lift-related entities can be found in Integriti under the 'Lifts' tab.



These lift-related entities are associated with access review messages to provide more detailed review information and to better tie KONE events with the rest of the Integriti's intruder and access control features like generating advanced user access reports.

Configuring Media

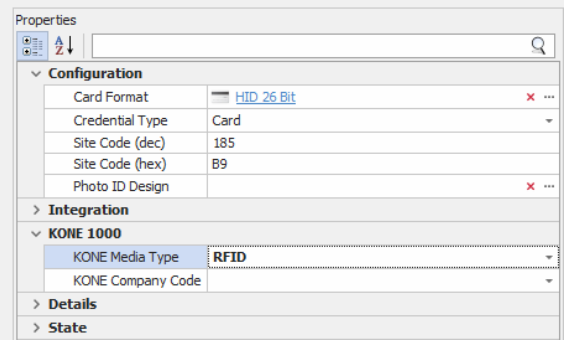
Supported Media Types automatically populate as options in the Custom Field 'KONE Media Type'. This Custom field is added to Card Templates which can be found by clicking **Access Control > Card Templates**



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To configure what user credentials you'd like to be imported into KONE, you must select a media type option on the Card Template of choice through the 'KONE Media Type' custom field.

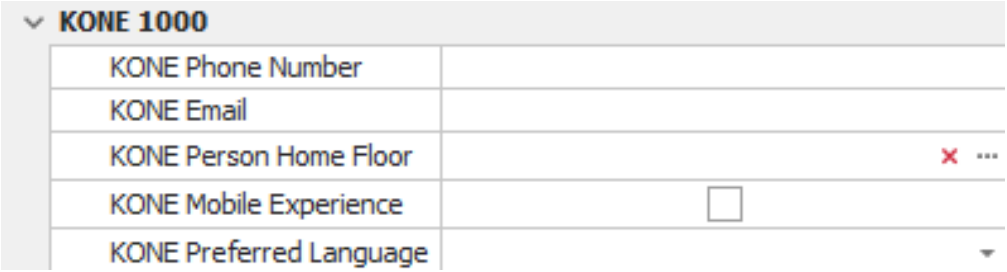
Any active credential using that specific card template will be imported into the KONE system with a media type of what has been selected in the custom field.



Both the Company Code and Media Type need to be entered into the KONE system by a KONE. It is recommended that you discuss with KONE which card templates will be used onsite beforehand so they can update their programming to reflect your requirements.

Configuring Users

The values specified in Integriti users under the KONE 1000 category will be synchronized to KONE. The list of users can be found in <Home> → <Users>. You need to configure the custom fields you setup earlier for Integriti users if intended to update/create these in the KONE lift system.



1. KONE Phone Number – Enter the Person phone number to send to KONE
2. KONE Email – Enter the Person email address to send to KONE
3. KONE Person Home Floor – Home Floor for KONE Person. Select a Lift Floor
4. KONE Mobile Experience – Set to enable KONE Mobile Experience for user
5. KONE Company Code – Company Code for KONE Person. Select a value from the dropdown

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REVIEW EVENTS

Examples of KONE Review Logger reporting events….

Access Session Opened

Kone

Access Session Closed

Kone

Access Event – Access Denied

Kone

Access Event – Unknown Media

Kone

Access Event – Access Granted

Kone

TROUBLESHOOTING

COP Lift Deck is being marked as a DOP Lift Car

This is due to the lift deck not having any assigned terminals in the KONE system and as a result, the lift deck becomes a DOP Lift Car. To ensure a COP Lift Deck keeps its panel type, ensure that the lift deck has an assigned COP Terminal in the KONE system.

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